



FY2010

Working Capital Fund

Data Processing Activity

# Catalog of Services







# WCF DATA PROCESSING ACTIVITY

## Providing EPA with Comprehensive IT Infrastructure Support Services

The following service descriptions provide information about EPA's Working Capital Fund (WCF) Data Processing Activity services. These information technology infrastructure support services are critical to helping EPA employees achieve the Agency's mission of protecting human health and the environment. The WCF service descriptions in this catalog reflect the ongoing activities of the Agency in providing the best value to our customers.

These descriptions are considered the official descriptions for each service. Each service description contains information on what you will receive when purchasing the service and what you need to know to ensure quality service.

Also included are the:

- name and telephone number for the service manager,
- WCF service code,
- unit used for ordering and the FY2010 rate,
- details on performance standards, technical terms and conditions, and
- cross-references to services that are required or related.

In the index section of this document, services are arranged:

- alphabetically by service code,
- alphabetically by name,
- in service cluster groups, and
- in exit policy categories.

A Quick Reference Guide is also included, which provides basic information for each service.

Also included are:

- a table explaining the difference in service offerings between FY2009 and FY2010, and
- a chart indicating the organization responsible for delivering each service.

We welcome your feedback on the catalog about how we can improve it and what is particularly of most value in it currently. This is useful in further refining this product to be of greatest use to you and your staff.

The FY2010 service descriptions are also available on the OTOP intranet Web site at <http://cfint.rtpnc.epa.gov/otop/currentfyservices/WCFServices.cfm>

Vaughn Noga,  
Acting Director, Office of Technology Operations and Planning  
and Agency Chief Technology Officer  
Office of Environmental Information



# WCF DATA PROCESSING ACTIVITY

## WCF Changes from FY2009 to FY2010

The Office of Environmental Information (OEI) is implementing the following WCF service initiatives for the FY2010 operating year:

Discontinued Services – the following service will not be offered in FY2010:

<b>Discontinued Service</b>	<b>Alternate Source</b>
Managed Desktop Service (M5)	CTS
Storage Area Network Support Service (SN)	None
Satellite Service (WL)	None

# **WCF DATA PROCESSING ACTIVITY**

## A Complete Listing of Service Descriptions by Service Code

AA - AAA Registration.....	2	NC - Voice Processing Applications .....	48
AC - AAA VPN Client Access .....	2	NT - Video Conferencing Infrastructure Services .....	50
BI - Business Intelligence & Analytics.....	4	PC - Acquisition Services .....	52
CA - Disaster Recovery Services.....	6	Q1 - Enterprise Server (Mainframe) Processing .....	54
CC - Call Center.....	8	QE - Enterprise Server (Mainframe) Printing.....	56
CM - Enterprise Content Management .....	10	QF - Enterprise Server (Mainframe) Data Storage.....	58
CT - Customer Technology Solutions .....	12	QG - Enterprise Server (Mainframe) Archived Data Storage.....	58
DA - Agency-wide Desktop Connectivity .....	14	QH - Enterprise Server (Mainframe) Standard Tape Storage.....	58
DF - WebForms .....	16	SC - High Performance Computing .....	60
DG - Electronic Mail Service .....	18	TC - Expertise & Resources to Support Special Projects .....	62
DS - Desktop Subscriptions .....	20	TV - HQ Cable and Satellite TV .....	64
ED - Enterprise Data .....	22	TZ - Technical Consulting Services .....	66
EG - Geographic Tools - Enterprise License .....	24	U3 - Application Hosting: Account/User Management.....	68
EK - Correspondence Management System .....	26	U9 - Distributed Systems Support Services .....	70
ES - Enterprise Customer Service Solution .....	28	UC - Application Hosting: Disk Storage .....	72
KS - Security & Integration Services.....	30	UH - Application Hosting Service.....	74
L3 - Dial 800 Services.....	32	WH - HQ Shared Services.....	76
L4 - Telephone Calling Card Charge .....	34	XB - Geospatial Support Services.....	78
LA - Dial 800 Services .....	32	XL - List Services .....	80
LB - Telephone Credit Card Usage .....	34	XR - Web Infrastructure Support Services .....	82
LD - Long Distance Services .....	36	XS - Web Application Support Services .....	84
LE - International Direct Dial .....	38	XX - Internet Service Center .....	86
LF - Enhanced Voice Services.....	40	YA - HQ Dialtone & Voice Mail .....	88
MD - Mobile Devices .....	42		
NA - Audio and Web Conferencing Services.....	44		
NB - Video Conferencing Services .....	46		

# **WCF DATA PROCESSING ACTIVITY**

## A Complete Listing of Service Descriptions by Service Name

AAA Registration (AA).....	2	Enterprise Server (Mainframe) Processing (Q1) .....	54
AAA VPN Client Access (AC) .....	2	Enterprise Server (Mainframe) Standard Tape	
Acquisition Services (PC).....	52	Storage (QH).....	58
Agency-wide Desktop Connectivity (DA) .....	14	Expertise & Resources to Support Special Projects (TC) .....	62
Application Hosting: Account/User Management (U3) .....	68	Geographic Tools - Enterprise License (EG).....	24
Application Hosting: Disk Storage (UC) .....	72	Geospatial Support Services (XB).....	78
Application Hosting Service (UH).....	74	High Performance Computing (SC) .....	60
Audio and Web Conferencing Services (NA).....	44	HQ Cable and Satellite TV (TV).....	64
Business Intelligence & Analytics (BI).....	4	HQ Dialtone and Voice Mail (YA) .....	88
Call Center (CC).....	8	HQ Shared Services (WH).....	76
Correspondence Management System (EK) .....	26	International Direct Dial (LE).....	38
Customer Technology Solutions (CT).....	12	Internet Service Center (XX).....	86
Desktop Subscriptions (DS).....	20	List Services (XL).....	80
Dial 800 Services (L3).....	32	Long Distance Services (LD) .....	36
Dial 800 Services (LA) .....	32	Mobile Devices (MD) .....	42
Disaster Recovery Services (CA).....	6	Security & Integration Services (KS) .....	30
Distributed Systems Support Services (U9).....	70	Technical Consulting Services (TZ).....	66
Electronic Mail Service (DG).....	18	Telephone Calling Card Charge (L4).....	34
Enhanced Voice Services (LF).....	40	Telephone Credit Card Usage (LB) .....	34
Enterprise Content Management (CM) .....	10	Video Conferencing Infrastructure Services (NT) .....	50
Enterprise Customer Service Solution (ES).....	28	Video Conferencing Services (NB) .....	46
Enterprise Data (ED).....	22	Voice Processing Applications (NC).....	48
Enterprise Server (Mainframe) Archived Data		Web Application Support Services (XS) .....	84
Storage (QG).....	58	WebForms (DF) .....	16
Enterprise Server (Mainframe) Data Storage (QF).....	58	Web Infrastructure Support Services (XR) .....	82
Enterprise Server (Mainframe) Printing (QE).....	56		



# WCF DATA PROCESSING ACTIVITY

## A Complete Listing of Service Descriptions by Service Cluster

### Agency-wide System

Correspondence Management System (EK) .....	26
Enterprise Content Management (CM) .....	10
WebForms (DF) .....	16

### Cable & Satellite TV

HQ Cable and Satellite TV (TV) .....	64
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### Customer Support

Call Center (CC) .....	8
Expertise & Resources to Support Special Projects (TC) .....	62

### Data Storage

Application Hosting: Disk Storage (UC) .....	72
Disaster Recovery Services (CA) .....	6
Enterprise Server (Mainframe) Storage (QF, QG, & QH) .....	58

### Desktop Services

Agency-wide Desktop Connectivity (DA) .....	14
Customer Technology Solutions (CT) .....	12
HQ Shared Services (WH) .....	76

### Email

Electronic Mail Service (DG) .....	18
List Services (XL) .....	80

### Geographic Information System (GIS)

Geographic Information System Services (XB) .....	78
Geographic Tools - Enterprise License (EG) .....	24

### Printing

Enterprise Server (Mainframe) Printing (QE) .....	56
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### Remote Access

Anytime Anyplace Access AAA (AA & AC) .....	2
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### Security & Integration

Security & Integration Services (KS) .....	30
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### Subscription Services

Desktop Subscriptions (DS) .....	20
Enterprise Data (ED) .....	22

### System/Application Development, Hosting, Support, Consulting

Acquisition Services (PC) .....	52
Application Hosting: Large/Complex Databases (UH) .....	74
Application Hosting: Account/User Management (U3) .....	68
Business Intelligence & Analytics (BI) .....	4
Distributed Systems Support Services (U9) .....	70
Enterprise Customer Service Solution (ES) .....	28
Enterprise Server (Mainframe) Processing (Q1) .....	54
Geospatial Support Services (XB) .....	78
High Performance Computing (SC) .....	60
Internet Service Center (XX) .....	86
Technical Consulting Services (TZ) .....	66
Web Application Support Services (XS) .....	84
Web Infrastructure Support Services (XR) .....	82

### Telecommunication

Dial 800 Services (LA & L3) .....	32
Enhanced Voice Services (LF) .....	40
HQ Dialtone & Voice Mail (YA) .....	88
International Direct Dial (LE) .....	38
Long Distance Services (LD) .....	36
Mobile Devices (MD) .....	42
Telephone Calling Card Service (LB & L4) .....	34
Voice Processing Applications (NC) .....	48

### Teleconferencing

Audio and Web Conferencing Services (NA) .....	44
Video Conferencing Services (NB) .....	46
Video Conferencing Infrastructure Services (NT) .....	50



# WCF DATA PROCESSING ACTIVITY

## WCF Service Descriptions: Quick Reference Guide

Code	Service Name	Service Manager	Unit Measure	Rate	Page
AA	AAA Registration	Deborah Seal 202-566-1776	Initial Registration	\$125.00	2
AC	AAA VPN Client Access	Deborah Seal 202-566-1776	Monthly Subscription	\$12.00	2
BI	Business Intelligence & Analytics	Mark Fisher 919-541-1342 Kevin Maxfield 202-566-1353	Units	\$244.00	4
CA	Disaster Recovery Services	Brett Graham 919-541-0581	Monthly Subscription	\$6,947.00	6
CC	Call Center	Jose Gonzalez 202-566-1794	Negotiated Rate Service		8
CM	Enterprise Content Management	Patricia Hilton 202-566-1636	Domino Directory Entries	\$11.30	10
CT	Customer Technology Solutions	Phyllis Kozub 202-566-2388	Seat/Month	\$194.81	12
DA	Desktop Connectivity - Agency-wide	Al Gallegos 202-566-1821	E-Mailbox/Month	\$54.37	14
DF	WebForms	John McQuaid 919-541-7679	Per Registration	\$5.02	16
DG	Integrated E-Mail	John G. Horton 919-541-3483	Mailboxes/Month	\$11.46	18
DS	Desktop Subscriptions	Darlene Boerlage 202-566-0675	Domino Directory Entries	\$5.69	20
ED	Enterprise Data	Brenda Gibson 202-566-1695	Monthly Subscription	\$45.19	22
EG	Geographic Tools - Enterprise License	Brenda Gibson 202-566-1695	Negotiated Rate Service		24
EK	Correspondence Management System	Brian Hope 202-564-8212	Monthly Subscription	\$30.69	26
ES	Enterprise Customer Service Solution	Tom Maloney 202-566-0671 Marlyn Aguilar 202-566-0012	Negotiated Rate Service		28
KS	Security & Integration Services	Greg Wadsworth 919-541-3668	Mailboxes/Month	\$75.78	30
L3	Dial 800 Services	Jose Gonzalez 202-566-1794	Lines/Month	\$25.00	32
L4	Telephone Calling Card Charge	Jose Gonzalez 202-566-1794	Cards/Month	\$1.25	34





# WCF DATA PROCESSING ACTIVITY

## WCF Service Descriptions: Quick Reference Guide (cont.)

Code	Service Name	Service Manager	Unit Measure	Rate	Page
LA	Dial 800 Services	Jose Gonzalez 202-566-1794	Minutes	\$0.06	32
LB	Telephone Credit Card Usage	Jose Gonzalez 202-566-1794	Card Minutes	\$0.12	34
LD	Long Distance Services	Jose Gonzalez 202-566-1794	Minutes	\$0.07	36
LE	International Direct Dial	Jose Gonzalez 202-566-1794	Cost Plus Fixed Fee	108.0%	38
LF	Enhanced Voice Services	Jose Gonzalez 202-566-1794	Cost Plus Fixed Fee	108.0%	40
MD	Mobile Devices	Dee Clark 202-566-0890	Cost Plus Fixed Fee	108.0%	42
NA	Audio and Web Conferencing Services	Deborah Seal 202-566-1776	Cost Plus Fixed Fee	108.0%	44
NB	Video Conferencing Services	John G. Horton 919-541-3483	Cost Plus Fixed Fee	108.0%	46
NC	Voice Processing Applications	Jose Gonzalez 202-566-1794	Cost Plus Fixed Fee	108.0%	48
NT	Video Conferencing Infrastructure Services	John G. Horton 919-541-3483	Monthly Subscription	\$49.14	50
PC	Acquisition Services	Nettie Reeves 919-541-2117	Cost Plus Fixed Fee	102.0%	52
Q1	Enterprise Server (Mainframe) Processing	Robert McCrackan 919-541-5681	Negotiated Rate Service		54
QE	Enterprise Server (Mainframe) Printing	Robert McCrackan 919-541-5681	Page	\$0.29	56
QF	Enterprise Server (Mainframe) Data Storage	Robert McCrackan 919-541-5681	Gigabyte/Day	\$1.50	58
QG	Enterprise Server (Mainframe) Archived Data Storage	Robert McCrackan 919-541-5681	Gigabyte/Day	\$0.05	58
QH	Enterprise Server (Mainframe) Standard Tape Storage	Robert McCrackan 919-541-5681	Tape/Day	\$1.17	58
SC	High Performance Computing	Ravi Nair 919-541-5467	Monthly Subscription	\$533,166	60
TC	Expertise & Resources to Support Special Projects	Karen Phillips 202-566-1878	Cost Plus Fixed Fee	108.0%	62



# WCF DATA PROCESSING ACTIVITY

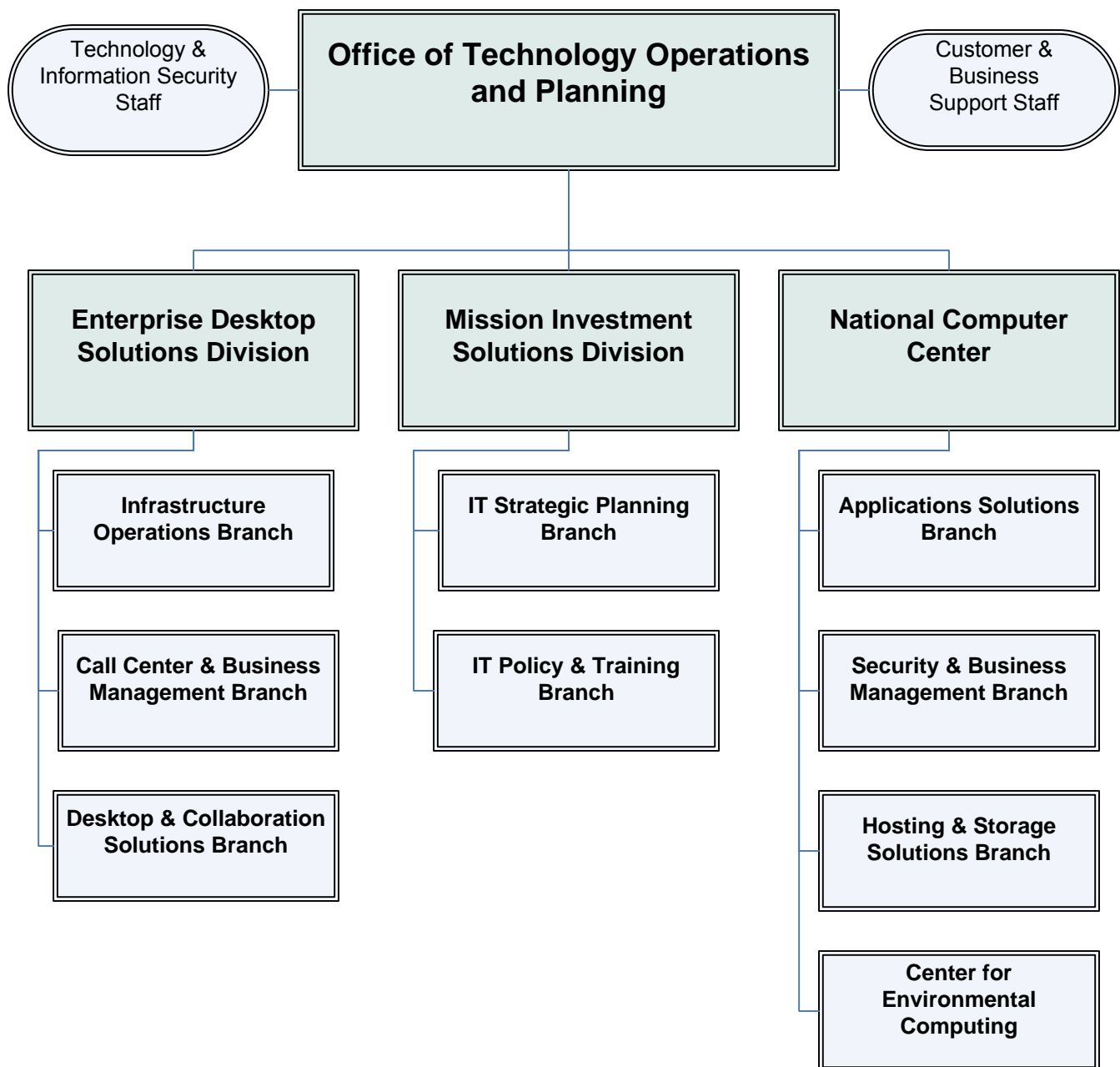
## WCF Service Descriptions: Quick Reference Guide (cont.)

Code	Service Name	Service Manager	Unit Measure	Rate	Page
TV	HQ Cable and Satellite TV	Deborah Seal 202-566-1776	Unit	\$22.89	64
TZ	Technical Consulting Services	DeShelia Hall 919-541-4469	Cost Plus Fixed Fee	108.0%	66
U3	Application Hosting: Account/User Management	Rebecca Astin Morganelli 919-541-3074	Account User/Month	\$15.03	68
U9	Distributed Systems Support Services	Teresa Ward 919-541-2961	Device/Month	\$132.65	70
UC	Application Hosting: Disk Storage	Brett Graham 919-541-0581	Gigabytes/Month	\$7.97	72
UH	Application Hosting Service	Brett Graham 919-541-0581	Negotiated Rate Service		74
WH	HQ Shared Services	Al Gallegos 202-566-1821	Domino Directory Entries	\$144.00	76
XB	Geospatial Support Services	Tim Richards 919-541-5307	Monthly Subscription	\$817.00	78
XL	List Services	Vicente Cusumano 919-541-0689	Monthly Subscription	\$85.74	80
XR	Web Infrastructure Support Services	Kevin Maxfield 202-566-1353	Negotiated Rate Service		82
XS	Web Application Support Services	Vicente Cusumano 919-541-0689	Negotiated Rate Service		84
XX	Internet Service Center	Kevin Maxfield 202-566-1353	Cost Plus Fixed Fee	108.0%	86
YA	HQ Dialtone and Voice Mail	Jose Gonzalez 202-566-1794	Line/Month	\$82.01	88



# WCF DATA PROCESSING ACTIVITY

## The Office of Environmental Information's Office of Technology Operations and Planning



## Office of Technology Operations and Planning

Immediate Office

### Technology & Information Security Staff

IT Security Oversight

### Customer & Business Support Staff

Customer & Billing Services

## Enterprise Desktop Solutions Division

Provides LAN, telecommunications, call center and desktop support

### Infrastructure Operations Branch

AAA (AA & AC)

E-mail (DG)

Long-distance:

(LA, LB, LD, LE, LF, L3, L4)

Shared Services (WH)

Voice Processing Applications (NC)

### Call Center & Business

#### Management Branch

Agency-wide Desktop Connectivity (DA)

Call Center (CC)

Video Conferencing Infrastructure (NT)

Expertise & Resources to Support:

Special Projects (TC)

HQ Cable and Satellite TV (TV)

### Desktop & Collaboration

#### Solutions Branch

Audio and Video Conferencing (NA, NB)

Collaboration Tools:

Customer Technology Solutions (CT)

Desktop Applications:

Dialtone (YA)

Mobile Devices (MD)

## Mission Investment Solutions Division

Ensures EPA's investment in IT (equipment, systems and people) is planned and managed effectively.

IT Strategy, Planning & Analysis Services (ITS-BISS)

### IT Strategic Planning Branch

Enterprise Architecture

Capital Planning & Investment Control (CPIC)

### IT Policy & Training Branch

IT Human Capital Development

IT Policy

## National Computer Center

Provides enterprise computing and security support as well as application and systems development.

### Application Solutions Branch

Business Intelligence &

Analytical Services (BI)

Technical Consulting (TZ)

List Services (XL)

WebForms (DF)

Web Infrastructure Support

Services (XR)

Web Applications Support

Services (XS)

### Security & Business

#### Management Branch

Acquisition Services (PC)

### Hosting & Storage

#### Solutions Branch

Disaster Recovery Services

(CA)

### Center for

#### Environmental

#### Computing

High Performance Computing

(SC)

Geographic Information

System Services (XB)

## WCF Services Managed by EPA Organizations Other Than OTOP

Correspondence Management System (EK), The Office of the Administrator

Desktop Subscription Services (DS), OEI's Office of Information Access and Analysis

Enterprise Customer Service Solution (ES), OEI's Office of Information Access and Analysis

Enterprise Data (ED), OEI's Office of Information Collection

Geographic Tools - Enterprise License (EG), OEI's Office of Information Collection

Enterprise Content Management System (CM), OEI's Office of Information Collection

Knowledge Base Application Deployment (EZ), OEI's Office of Information Access and Analysis



**FY2010**

FY2010

Service Descriptions



## ANYTIME ANYPLACE ACCESS

### *Providing Agency-wide Remote Access Service*

The Anytime Anyplace Access (AAA) service provides you with a remote and secure access to resources available within the EPA information technology (IT) network. The service consists of the following two related elements:<sup>1</sup>

- **AA - RSA SecurID Token:** This service element requires a RSA SecurID Token, a physical device which displays a digital Personnel Identification Number (PIN). That, along with another unique PIN assigned by you, allows you to authenticate to the EPA network. This token is also required for service element AC – Secure VPN Access, and for the Remote Access to the EPA Intranet and the Internet Applications service (formerly, AB – Secure Web Access).
- **AC - Secure VPN Access:** This service element allows you to access most applications available on the EPA network. A Virtual Private Network (VPN) connection is established between your PC and the EPA network. This service enhances the remote capability needed by you to access applications that are beyond what is available through the Remote Access to the EPA Intranet and Intranet Applications service (formerly, AB – Secure Web Access).

The AAA service provides EPA personnel, contractors, and external partners with secure remote access to the EPA Resources from anywhere. This service is designed to provide customers access to the same server information technology available from their EPA desktop computers. Program Offices, Regional Offices, and Labs manage AAA service permissions.

#### Business Terms and Conditions

To begin service, the customer must order this service and a funded Service Agreement must be in place. Any changes to the required level of support can be made within 30 days of written notification to the Service Manager.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Deborah Seal 202-566-1776	AA	Initial Registration	\$125.00
	AC	Monthly Subscription	\$12.00

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

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Performance Standards

**Detailed Service Expectations**

The AAA environment is operated 24 hours a day, seven days a week. Technical support for AAA is available during business hours via the EPA Call Center at 1-866-411-4372. The first tier of technical support is available to AAA Administrators in the Programs, Regions, and Labs. AAA Administrators are supported via the Call Center, monthly teleconferences, Web sites, and a CD located on the VABS servers.

**Quality Expectations**

Customers will be notified of all necessary servers down time for maintenance in advance. Support will be available Monday through Friday from 6:00 a.m. to 6:00 p.m. ET, excluding federal holidays.

Technical Manager

**Technical Manager (s)**

Chapman Gleason 202-566-1824

**Technical Terms and Conditions**

Customers in Program and Regional offices will use this service based on their business needs. Technical support will be provided as needed by AAA Administrators and the EPA Call Center.

Technical support for this service includes:

- Helping customers who have problems with damaged, expired, lost, stolen, and malfunctioning RSA Token devices
- Removing RSA accounts that are no longer necessary
- Helping Program Office support staff determine where access problems exist and working with vendors to resolve those issues

**Relationship to Closely Aligned Services**

There are no closely aligned services for Anytime Anyplace Access.



## BUSINESS INTELLIGENCE & ANALYTICS

BI

### *Turning Data into Information*

The Business Intelligence and Analytics (BIA) Service offers Agency professionals access to a variety of application services and technology products that turn raw data into meaningful information used for analysis, reporting, forecasting, and decision-making. BIA products and tools enable EPA's program offices to make sound business decisions by delivering accurate, consolidated enterprise data in appropriate formats to convey useful information to the right people at the right time.<sup>1</sup>

The BIA Service provides software products and technology services for applications that perform extraction, transformation, and loading (ETL) of data and business intelligence (BI) query and reporting and information analysis for management, operations, or publication.

The primary users of this Service are application owners and project managers who are developing and delivering BIA applications to Agency offices. The BIA Service provides BIA application hosting, training and consulting, software products and support.

Available BIA products include:

- **Informatica** - Extraction, transformation, and load (ETL) capabilities for the development and deployment of data marts and data warehouses
- **Oracle Business Intelligence (OBI)** – Dashboard and report generation, distribution, and delivery; analytical ad-hoc query and information management for operational, tactical, and strategic reporting and analysis
- **Business Objects** - Report generation and distribution, analytical ad-hoc query and information management for operational reporting, and strategic and tactical management tools
- **SAS** - Data processing, enterprise reporting, basic and advanced statistics, and decision support software
- **Hyperion Essbase and Analyzer** - On-line analytical processing (OLAP) and multi-dimensional data analysis and reporting

Specific functions that are provided in the BIA Service include:

- Consulting with clients to assess their BIA-related needs, evaluate the appropriate BIA tools to address specific requirements, and to provide assistance with obtaining BIA Services

- Hosting Informatica, Oracle BI, Business Objects, Hyperion, SAS, and other BIA applications in the National Computer Center (NCC)
- Developing applications employing data presentation features such as dashboards, charts, graphs, maps, tables, pivot tables, and ad hoc query and analysis functions and developing ETL workflows to move data from anywhere, applying any business logic, to anywhere for data warehouse and data mart development, data integration, data cleansing, etc.
- Planning and implementing business intelligence strategies and coordinating future infrastructure developments in support of BIA products and tools
- Deploying BIA software products and applications within the existing EPA Enterprise Architecture and facilitating the adoption of BIA technology across the Agency
- Providing training on BIA products and tools to ensure effective use of these technologies
- Providing BIA consulting and support and problem solving
- Facilitating user groups and communications on BIA products and tools, BIA best practices, lessons learned, etc.
- Managing, implementing, and overseeing the contract and resource management activities associated with the delivery of this Service

### Business Terms and Conditions

The costs associated with this Service also include EPA management, utilities, and space rental. After a Service Agreement with funding has been established, an email must be submitted to BIA-Request@epa.gov. To identify the specific items and quantities required, refer to the funded Service Agreement by number. The schedule of available items, forms for the specification of requirements, and other information on the BIA Service are available at <http://intranet.epa.gov/biac>.

Service Managers	Service Code	Orderable Unit	FY10 Rate
Mark Fisher 919-541-1342 Kevin Maxfield 202-566-1353	BI	Units	\$244.00

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



## Performance Standards

### **Detailed Service Expectations**

Submit e-mail requests for BIA application hosting, product licensing, training, or other services to BIA-Request@epa.gov.

A response to requests for BIA Services or products will be sent within three days.

Any changes to the required level of support can be made within 30 days by written notification to the Service Manager.

Use of software licenses, e.g., SAS, is on an annual basis, regardless of the time during the fiscal year that usage begins.

### **Deployment Timeframes**

Licenses will be provisioned within reasonable timeframes based on requirements and specifications. If license requirements surpass available contract ceilings, delays may occur for contract renegotiation.

Applications that require other than commercial-off-the-shelf (COTS) BIA tool use, e.g., custom application logic, are required to go through the Application Deployment Process using the Application Deployment Checklist (ADC). The ADC process will be completed within the specified timeframe.

### **Quality Expectations**

Agency Information Technology (IT) standards, security standards and data and metadata standards will be followed as part of the service implementation.

### **Continuity of Service**

Scheduled maintenance occurs regularly after 6:00 p.m. ET on Sunday. Any additional scheduled maintenance will be broadcast via news alerts or memos.

## Technical Manager

### Technical Managers

Mark Fisher	919-541-1342
Kevin Maxfield	202-566-1353

### Technical Terms and Conditions

The BIA Service offers a variety of products, services, and tools that may be purchased based on a schedule of whole and fractional BI Service units.

### Relationship to Closely Aligned Services

The BIA Service provides access to BIA capabilities, including Business Objects, Oracle BI, SAS, Hyperion, Informatica and similar technologies. Customized BIA products and applications will need to be hosted separately, and the Application Hosting Service, Service Code UH is required. The BIA Service provides a nominal amount of disk storage associated with usage of the BIA tool. Additional disk storage must be acquired through the Application Hosting: Disk Storage Service, Service Code UC.

Customization of BIA applications requiring development support can obtain service through the Technical Consulting Services, Service Code TZ or through the Systems Engineering Services (now ordered as an appropriated funded task order on the ITS-ESE contract). For specialized technical support, order additional support under Technical Consulting Services, Service Code TZ.



## DISASTER RECOVERY SERVICES

### *Providing Support for Application Recovery in the Event of a Disaster*

Disaster Recovery Services provide increased data protection and recovery support for Agency mission critical applications running at the National Computer Center (NCC). The Disaster Recovery Services are designed to meet your business continuity goals by having an application protection and recovery plan in place and tested in the event of a disaster. These Services shall allow for a quicker restoration to normal activities after the unplanned interruption.<sup>1</sup>

Specific functions of this service include:

- Developing disaster recovery plans/manuals that outline key details for subscribed applications, systems and data to ensure that accurate and complete recovery can be accomplished
- Determining the requirements for the level of application, system, and information availability that is needed, and the downtime thresholds that applications and systems can withstand
- Collecting detailed platform, operating systems, and other information to ensure optimal disaster recovery actions
- Holding quarterly meetings with clients to ensure that applications, systems, and dataset changes are noted, and identifying data recovery issues that may impact recovery
- Preparing and maintaining off-site computing facilities and leveraging EPA's IT infrastructure so that critical applications can operate in a disaster situation
- Ensuring that adequate backup of subscribed application data is performed
- Conducting local disaster recovery exercises on a monthly basis for enterprise server system assurance; annually for enterprise server applications; and once a year for formal off-site readiness verification for all applications

- Executing and managing recovery plans in the event of a disaster
- Deploying the Disaster Recovery critical response team to EPA's disaster recovery site to recover applications and systems
- Performing initial damage assessment in the event of a disaster and communicating this information
- Re-instate applications and systems when the EPA facilities are ready to resume normal operations
- Providing technical support before and in the event of a disaster, including problem solving

Managing, implementing, and overseeing the contract and resource management activities associated with the delivery of the service.

The costs associated with this service also include EPA management, utilities, and space rental.

### Business Terms and Conditions

After a Service Agreement with funding has been established, a Requirements Statement detailing specific requirements related to the level of support must be completed.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Brett Graham 919-541-0581	CA	Monthly Subscription	\$6,947.00

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

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Performance Standards

**Detailed Service Expectations**

- A requirements analysis shall be performed upon the establishment of the funded Service Agreement
- Assistance in preparing recovery plans and documentation
- Assistance in determining capacity and usage which is reviewed annually before and after each annual off-site readiness verification

**Deployment Timeframes**

- The EPA Disaster Recovery Management Team has the authority to declare a disaster and to invoke the Disaster Recovery Plan at any time
- The Disaster Recovery response teams shall deploy within 24 hours after disaster declaration
- The Enterprise Server Systems Assurance Team will promptly restore a level of computer service that is sufficient to meet the requirements of the designated Agency mission critical applications 24 hours after the team's arrival at the recovery site
- The Web Hosting Application Hosting Services Systems Assurance Team will promptly restore a level of computer service that is sufficient to meet the requirements of the designated Agency mission critical applications 72 hours after the team's arrival at the recovery site

**Quality Expectations**

Operational Directives will be followed as a part of service implementation.

**Continuity of Service**

Disaster Recovery Services will be employed 24 hours a day once a recovery plan is executed.

Technical Manager

**Technical Manager**

Brett Graham 919-541-0581

Technical Terms and Conditions

Accurate and up-to-date inventory of all applications, systems, and data to be recovered in the event of a disaster must be maintained in the disaster recovery plan and be up to date at all times.

Clients (application and systems owners) must participate in and certify results of an annual disaster recovery test based on typical scenarios that may occur in the event of a disaster. This preparation activity is essential.

**Relationship to Closely Aligned Services**

There are no closely aligned services associated with Disaster Recovery Services.



## CALL CENTER

*Providing a Single Source for Technical and Non-technical Information and Support*

The EPA Call Center is a one stop access point for both internal EPA customers and the general public. The EPA Call Center provides problem resolution, referral services, and technical support. EPA Call Center services include access through a variety of methods:<sup>1</sup>

Toll Free Phone: 1-866-411-4EPA (4372)  
 Fax: 1-703-674-0118  
 TTY: 1-866-489-4900  
 International Long Distance: 703-679-1070  
 E-mail: epacallcenter@epa.gov

With the purchase of Call Center services, customers are provided with:

- Extensive call tracking, trending, and customer satisfaction reporting
- Thoroughly documented procedures and tailored support to meet business needs
- Scalability and cost sharing by offering state-of-the-art tools at a fraction of the cost
- Highly trained, customer-focused staff
- Proactive management and root cause analysis
- Automated call distribution (ACD) system/Interactive Voice Response (IVR)
- Compliance with EPA security requirements
- Disaster recovery and redundant systems to ensure uninterrupted service
- Web access to Remedy for self-help, ticket status, FAQs, and problem submissions

Lastly, the service includes the management, implementation, and oversight of all contractual operations needed to deliver these services. The costs also include overhead, EPA management, utilities, and space rental.

### Rate & Ordering Information

The Call Center service is negotiated by the Technical Manager and customer as a fixed price service, and price varies depending on customer needs. The Call Center service may be negotiated through one of four service packages combining Help Desk Staff, Remedy, and ACD/IVR. For details, consult the Call Center Technical Manager. Package costs for new customers may change.

### Business Terms and Conditions

The customer and the Call Center Technical Manager work together to refine the estimated number of users, cost expectations, and specific support requirements that the EPA Call Center will provide. After service ordering procedures are complete, a requirements statement for work or products under this service should be sent to the Call Center Technical Manager. Service will not begin until the customer has ordered this service and a funded PR must accompany the signed Service Agreement to the WCF Business Office. WCF policy states that existing users of this service must provide a cost benefit analysis before migrating to another source for this service.

### Process Details:

- For Call Center service to begin at the start of the fiscal year, Service Agreements must include customer funding for the entire fiscal year
- For new customers starting service after the fiscal year has commenced, the Service Manager and Technical Manager must receive a fully-funded Service Agreement 30 days before service begins. A normal Call Center subscription is 12 months of service. New and existing Call Center customers must order at least 6 months of service
- No refunds are provided at the end of the fiscal year even if anticipated call volume is not realized.
- Should the actual call volume exceed the projected call volume by 15% or higher for three months in a row, the customer will be required to provide additional funding

Service Manager	Service Code	Orderable Unit	FY10 Rate
Jose Gonzalez 202-566-1794	CC	Negotiated Rate Service	

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

- Requirements statements must be submitted providing: the number of supported users, average monthly projected call volume, or average number of Remedy tickets expected, and an Escalation Matrix to be used by EPA Call Center agents

### Performance Standards

Service Level Agreements have been established with the following performance measures:

- **Availability:** 99% of supported hours, tools, and systems
- **Response Time:** 90% of calls are answered within 30 seconds, 9% of calls answered in 60 seconds, 1% of calls answered in 120 seconds
- **Abandon Rate:** Customer calls are dropped less than hangs up prior to call completion less than 7% of the time
- **Resolution Rate:** 75% or greater on first call resolution (applies to calls that do not have to be escalated)
- **Requests Received via Email/Fax/Remedy Web:** Respond to 85% of requests within 60 minutes of receipt
- **Customer Satisfaction:** Of customer surveys received, 85% will rate their services satisfactory or higher based on 100 responses or more

### Detailed Service Expectations

- **Single Enterprise Contact Point:** Accessible via a single phone number, e-mail, fax, or via the EPA Call Center Web Portal
- **Hours of Operation:** Availability from 6:00 a.m. - 9:00 p.m. ET, Monday - Friday
- **Tight Integration/Teamwork with Other Support Groups:** This includes Shared Services, National Notes Team, Network Infrastructure Services, Mobile Devices, PeoplePlus, and other Level 2/Level 3 support groups
- **Immediate Level 2 Support (when applicable):** Most calls resolved at first call with rapid escalation process for those calls that present special problems or require dispatch
- **Established Call Center Delivery Model:** Leverages industry best practices
- **High-Quality, Technical Staff:** Trained in customer relations and rapid problem resolution
- **State-of-the-Art Call Tracking System:** Remedy Service Management Suite (RSMS) used to provide the most rapid call tracking, escalation, and resolution process. RSMS modules include Help Desk,

### Technical Manager

#### Technical Manager

Dee Clark 202-566-0890

Change Management, Service Level Agreement, and Asset Management

### Deployment Timeframes

Depending on the size of the implementation, the following time is required for commencement of support services under the EPA Call Center:

- **Small:** Deployment with Call Volume that is less than 100 calls per month – Allow 30 days
- **Medium:** Deployment with Call Volume that ranges between 100-500 calls per month that also require more complex support – Allow 60 days
- **Large:** Deployment with Call Volume that ranges between 500-2,000 calls per month which also requires more complex support – Allow 90 to 120 days

### Technical Terms and Conditions

N/A

### Relationship to Closely Aligned Services

Customers with subscriptions to the services listed below may obtain support for these services through the Call Center without subscribing to the Call Center Services.

- Telephone and Voice Mail (requires a subscription to HQ Dialtone and Voice Mail (YA))
- Mobile Devices (requires and subscription to MD)
- Network outage reports (no subscription required)
- Shared Services (requires a subscription to HQ Shared Services (WH))
- Anytime Anyplace Access (AAA) (requires a subscription to AA)
- Lotus Notes E-mail (requires a subscription to Electronic Mail Service (DG))
- Application Hosting (requires a subscription to UH or U3)
- Enterprise Server (Mainframe) (requires a subscription to Q1, QE, or QF, QG, QH)
- Agency-wide Desktop (requires a subscription to Agency-wide Desktop Connectivity (DA))



## ENTERPRISE CONTENT MANAGEMENT

### *Providing the Structure to Manage Electronic Content*

ECMS offers Agency employees, management, and contract support staff, the opportunity to manage their electronic content such as e-mail, electronic files, web pages, scanned images and other material.<sup>1</sup>

The information EPA decision-makers require to make informed decisions is typically located in multiple locations and systems, in various formats, and across the programs and regions. Scanned images, Web pages, video, e-mail and documents are all growing exponentially. The Enterprise Content Management System (ECMS) is a solution that uses Documentum software to capture, organize, manage, store and provide access to unstructured content across EPA. Valuable environmental information traditionally managed in stove-pipe, proprietary systems or even less efficiently in desk drawers and boxes can now be made centrally accessible through the ECMS repository.

#### **ECMS' "E-Mail records capture" functionality allows the Agency to:**

- Efficiently archive e-mail records using an electronic record-keeping system which meets requirements approved by the National Archives and Records Administration (NARA)
- Automatically manage those e-mail records in accordance with their records schedules while offering easy access to those records from user desktops, when needed
- Preserve e-mail records in an electronic format which will protect them from threats such as:
  - Floods
  - Fires
  - Vandalism
- Enhance the response time for responding to requests (e.g. public inquiries, Freedom of Information Act, litigation and discovery)

#### **ECMS is a *Mandatory* subscription service that offers:**

- Online ECMS and Records Management Training which includes a "self-registration" module that serves as the vehicle to set employee file access rights (Access Control Level (ACL)).
- Ongoing records training to educate employees on what constitutes a record and how to retain it in accordance with the appropriate "record schedule"
  - ECMS E-Mail training—will instruct employees on methods to declare and save records from their Lotus Notes:
    - New Memo screen
    - Sent File
    - In-Box
    - Folders
- ECMS includes Application Tools, Management Re-orting on a weekly basis, software licenses, and help desk support
- The ECMS Intranet site offers a list of Frequently Asked Questions (FAQ) (<http://intranet.epa.gov/ecms/faqs/index.htm>)

Service Manager	Service Code	Orderable Unit	FY10 Rate
Patricia Hilton 202-566-1636	CM	Domino Directory Entries	\$11.30

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



Performance Standards

**Detailed Service Expectations**

- Technical support for ECMS e-mail end-users is available during normal Agency business hours via a Help Desk. This serves as the first tier of technical support for ECMS users in the Programs, Regions, and Labs.
- Each of these organizations have a minimum of two Application Administrators assigned who will perform local functions such as:
  - Process ACL changes
  - Reassignments
  - Details
  - Retirements
  - Add specific folders to records schedules

In addition, each organization has designated individuals acting as Program Contacts to facilitate communication within their organization regarding the e-mail records application.

**Quality Expectations**

- Customers are notified of all planned service outages 48 hours in advance
- Software vendor support will be available for the NCC:
  - 24X7 self service via the EMC2/ Documentum website
  - 24X7 phone support for Priority 1 (P1), issues
  - Local Business Hours (EST/EDT), support for P2, P3 and P4 issues

Technical Manager

**Technical Manager**

John B. Smith 202-566-2791

Technical Terms and Conditions

Customers in Program and Regional offices will use this service as appropriate to maintain the Agency's records in compliance with the Federal Records Act and applicable Agency policies and guidances.

**Relationship to Closely Aligned Services**

Fully Coordinated with Desktop Subscriptions Service (DA).



## CUSTOMER TECHNOLOGY SOLUTIONS

### *A WCF Desktop Service*

Customer Technology Solutions (CTS) is “one stop shopping” for personal computing and IT support services. CTS support services provide procurement, configuration, installation, and asset management of all personal computing and printing services for all EPA Headquarters Program Offices, their respective remote locations, and on-site contractors.

#### **Rate & Ordering Information**

The rate will be charged starting the month the equipment is deployed. The rate includes EPA management, utilities, and space rental.

#### **Performance Standards**

##### ***Detailed Service Expectations (Benefits)***

- Implementation of standard hardware offerings and proven customer support tools resulting in faster service and less down time
- Emphasis on customer interface ensuring easy access to support
- Implementation of stringent performance metrics resulting in a consistent focus on delivering fast, efficient, quality service
- Commitment to the Environment: Integrating environmental stewardship principles into the CTS solution

#### **Business Terms and Conditions**

Ordering the CTS Service is done by initiating a WCF Service Agreement requesting CT Service, Customer Technology Solutions, with OTOP. A funded PR must accompany the signed Service Agreement to the WCF Business Office.

The Service also includes the management, implementation, and oversight of the contractual operations needed to deliver these services.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Phyllis Kozub 202-566-2388	CT	Seat/Month	\$194.81

<sup>1</sup>The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



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**Quality Expectations**

Cost efficiencies will be achieved through consolidation of numerous contract service providers, standardization and modernization of equipment, bulk equipment purchases, and utilization of technology innovations. Converting decentralized locally supported offices and labs into a consolidated, performance-based service environment utilizing knowledge and experience with similar consolidations (e.g., OEI's Managed Desktop Services and the Office of Research and Development's Total Cost of Ownership program) will yield significant cost efficiencies and economies of scale. CTS Service Level Agreements, Quality Assurance Plan and Standard Operating Procedures will be followed as a part of ensuring quality services and support.

**Technical Terms and Conditions**

CTS will provide network printers, desktop and/or laptop computers with a four-year refresh cycle. Service and support is also available for other end user tools including desktop and mobile phones, BlackBerries, audio, video and web conferencing. CTS equipment is installed with the latest EPA approved software and up-to-date computer security protection. The services include innovative end user support which greatly improves the total cost of ownership. CTS also provides a dedicated customer support phone number with many problems resolved on the first call using remote assistance technology. All CTS services will be governed by established service level agreements.

**Technical Manager**

Technical Manager	
Michael Fays	202-566-0438

A complete list of available hardware and software is available on the CTS intranet web site: [intranet.epa.gov/cts](http://intranet.epa.gov/cts).

Support requests can be directed to: [CTSHelp@epa.gov](mailto:CTSHelp@epa.gov). A Service desk will also be available from 6 a.m. - 6 p.m. local time, Monday - Friday excluding Federal holidays.



## AGENCY-WIDE DESKTOP CONNECTIVITY

### *Providing Agency-standard Desktop Software and Support*

#### **The DA Desktop Connectivity Service provides customers with:**

Enterprise Licensing for our standard desktop applications and third level support services for all Agency standard desktop software tools (Dynacomm, BindView, Symantec Antivirus, Veritas, ID Management, Patchlink, MS Office Suite, ZenWorks Suite, NETPRO) and Network Operating Systems (Novell and Active Directory).<sup>1</sup>

Access to collaboration technologies, for online meetings (Lotus Sametime) and Web-based team rooms (Lotus QuickPlace) for both internal and external collaboration.

EPA Locator Directory Services designed to assist EPA and the public in locating information on staff and internal organizations.

Research and testing for local technology infrastructure, setting Agency Standards, acquiring new enterprise licenses for Agency-standard applications, and coordinating implementation across the Agency.

Support for the Network Infrastructure Services Annual Meeting to present current Agency standards, policies, and guidelines and discuss new technologies, security, remote access, and approaches to desktop management.

The DA Service consists of the following key elements: Agency Telecommunications Network, Secure Communication and Radio Frequency, Desktop Office Suite Software, Desktop Software & Support / Network Infrastructure Support, Extended Collaboration, and Extranet Collaboration.

Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management, utilities, and space rental.

#### **Business Terms and Conditions**

WCF policy states that this service is mandatory for all PCs connected to the Agency's network.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Al Gallegos 202-566-1821	DA	E-Mailbox/ Month	\$54.37

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

Performance Standards

**Quality Expectations**

EPA staff performing IT services will ensure compliance with all Agency IT guidelines and requirements, specifically the following:

- Guarantee of service operation within EPA's technology infrastructure
- All services rendered under service DA will meet all EPA, OMB, NIST, and other appropriate federal technical and security standards
- Support is only for EPA standard software; refer to the IT Roadmap

Technical Manager

**Technical Managers**

Chapman Gleason	202-566-1824
Thom Shurtleff	919-541-1190

Technical Terms and Conditions

Technical specifications related to this service include:

- LAN laboratory and compatibility performance testing to support the research agenda for all LAN and desktop upgrades and enhancements
- Support for Directory Services and Value-Added Backbone Services administration across the Agency
- A Robust infrastructure for hosting intranet Web sites and applications

Workload for this service is measured and billed on an inventory basis.

**Relationship to Closely Aligned Services**

All Agency PCs are required to have Agency-wide Desktop Services as well as a subscription to Security and Integration Services (KS) and Desktop Subscriptions (DS). Customers in the Washington, D.C. area must also subscribe to Headquarters Shared Services (WH), which includes access to EPA's Metropolitan Area Network.

Closely Aligned Service(s)	Required or Related	Nature of Relationship
Security & Integration Services (KS)	Required	Provides secure access to EPA's network and the Internet.
Desktop Subscription Services (DS)	Required	Provides various commercial subscriptions through EPA's intranet.
HQ Shared Services (WH)	Related	Desktop connectivity - limited to the Washington, D.C. campus



## WEBFORMS

### *Web-based Electronic Forms Processing*

WebForms is a user friendly, Intranet accessible, electronic forms processing application that allows users to prepare, submit, route and approve commonly used internal forms, such as the Request for Leave (SF71) and Purchase Request (1900-8) forms.<sup>1</sup>

The application uses the familiar Portable Document Format (PDF), so the forms look just like the paper-based version and can be completed just as easily. Many of the forms are workflow-enabled, meaning they can be routed electronically to anyone within EPA for easy approval and rapid processing. And all of the forms are available to be filled out on-line and printed, if necessary.

WebForms capabilities include:

- Ability to fully process Request for Leave automatically
- Easy take-back and reroute functions, so users can take back forms for modification, deletion, or reroute them to another approving official
- Out-of-office delegation option for approving officials on leave or out of the office
- Batch approval of Request for Leave for supervisors and timekeepers
- Availability via Anytime, Anyplace Access (AAA)

The costs associated with this service include the WebForms application and ongoing support and maintenance.

Specific functions of the WebForms Service are:

- Providing Web-based Electronic Forms Processing Service
- Coordinating Service deployment and implementation

- Designing and enhancing application capabilities
- Consulting with clients on application requirements and assessing service and forms development or maintenance needs
- Providing train-the-trainer courses and course materials

Hosting WebForms application in EPA's National Computer Center (NCC)

- Providing ongoing support, including online help guide, user support through the EPA call center, and second and third level technical support
- Managing, implementing and overseeing contractual requirements

Each program office is responsible for implementing WebForms within their organization. This includes establishing internal operational procedures for WebForms, such as developing implementation schedules, providing end user training, coordinating functional support, and advising users on who their approving officials will be for routed forms.

### Business Terms and Conditions

The WebForms Service is mandatory for all Federal employees, and is optional for other Desktop Service subscribers.

Service Manager	Service Code	Orderable Unit	FY10 Rate
John McQuaid 919-541-7679	DF	Per Registration	\$5.02

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

Performance Standards

**Quality Expectations**

Agency standards, including statutory requirements, regulations, policies and guidelines will be followed as a part of the WebForms implementation.

**Continuity of Service**

Maintenance will occur during the NCC scheduled maintenance period.

WebForms coordinators will be notified of all scheduled maintenance outages.

Technical Manager

**Technical Manager**

Lawrence Lee 202-566-1042

Technical Terms and Conditions

N/A

Relationship to Closely Aligned Services

Relationship to Closely Aligned Services	Required or Related	Nature of Relationship
Agency-wide Desktop Connectivity (DA)	Required	Provides access to EPA's network and the Internet
Anytime, Anyplace, Access (AA-AD)	Related	Provides remote access to EPA's network and the Internet



## ELECTRONIC MAIL SERVICE

### *Providing E-mail Capabilities for EPA*

Electronic Mail (e-mail) service allows communication with other internal and external e-mail users (e.g., EPA staff, other government agencies, stakeholders) around the globe 24 hours a day, seven days a week, 365 days a year. The following are included with a subscription to e-mail service: <sup>1</sup>

- A unique e-mail address (i.e., last-name.firstname@epa.gov) for individual customers to send and receive e-mail
- Access to Agency-wide Lotus Notes servers that support e-mail
- Protection from viruses and Trojan horses that can be transmitted via e-mail, as well as other security services (e.g., planning and management)
- Access to an Agency-wide address book and directory service
- Internet interfaces that allow standardized mail formatting and delivery of both incoming and outgoing mail
- Planning and analysis of server and network capacity to ensure that necessary system upgrades are made
- Integration of service technology with EPA infrastructure

Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management, utilities, and space rental.

### Business Terms and Conditions

The EPA e-mail system is intended for official and authorized purposes only, consistent with the Agency's de minimis policy on limited personal use of government office equipment. Workload for this service is based on the number of registered e-mail accounts as listed in the EPA e-mail Directory. Customers must ensure that a funded Service Agreement is in place before work commences. WCF policy states that customers needing e-mail service must use this service and may not use an alternate provider.

Service Manager	Service Code	Orderable Unit	FY10 Rate
John G. Horton 919-541-3483	DG	Mailboxes/ Month	\$11.46

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

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Performance Standards

**Quality Expectations**

- Agency e-mail standards will be followed as a part of service implementation

**Continuity of Service**

- Internet gateway services are fully redundant, ensuring high availability
- Disaster recovery for Internet gateway services also provided

Technical Manager

**Technical Manager**

Sya Mayes 919-541-2715

Technical Terms and Conditions

Workload for this service is measured and billed on an inventory basis.

Relationship to Closely Aligned Services

Security & Integration Services (KS) and Agency-wide Desktop Connectivity (DA) are required for e-mail services except for group mail boxes and e-mail test accounts.



## DESKTOP SUBSCRIPTIONS

### *Providing Commercial Information Services to the Desktop for Every Employee*

Desktop Subscription Services provide a wide variety of commercial subscriptions to electronic information to EPA staff using the Agency Internet Protocol assignment and the Agency-wide intranet (intranet.epa.gov/desktop). This support includes the licensing of content and access for all Agency internal customers.<sup>1</sup>

Services available include:

- ASTM Complete Book of Standards (new for 2009)
- BNA Daily Environment Report
- Greenwire, Climatewire, and E&E Daily Report
- Federal Employees News Digest
- Science Magazine online - back to 1880 to present
- Nature Magazine online - back to 1869 to present
- Hein Online--Federal Register notices - from 1936 to 1993
- Environmental Science & Technology - from 1879 - 1995 to present
- Science Direct (Elsevier) - Access to over 400 scientific Journals added backfile collections of Environmental Science Journals and Pharmacology, Toxicology, and Pharmaceuticals Journals for 2010
- Wiley Interscience – 26 Titles
- Springer – Over 320 Scientific Journals
- Taylor and Francis – 25 Journals
- Oxford University Press – 10 Titles
- Dialog Intranet Toolkit – Usage-based access to 300+ citation and full-text databases of news, periodical, and scientific and technical collections of information including:
  - Current Contents
  - Econ-Lit
  - Biosis
  - Science Citation Index

- Newsbank -- News Service with up to 800 U.S. newspaper titles and access to international collections
- Cambridge Scientific Abstracts (CSA)
- Online access to: Inside EPA and Inside EPA Weekly Report

Customers may sign up for automatic email updates of the above subscriptions by clicking on "Get News by E-mail!" on the left side bar of the Desktop Library homepage (<http://intranet.epa.gov/desktop/>).

Lastly, the service includes the management, implementation, and oversight of all contractual operation needed to deliver these services. The costs also include overhead EPA management, utilities, and space rental.

### Business Terms and Conditions

WCF policy states this service is mandatory for all desktops connected to the Agency's network. Internal EPA customers have direct access to this service via the EPA intranet through active workstations.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Darlene Boerlage 202-566-0675	DS	Domino Directory Entries	\$5.69

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



## Performance Standards

### **Detailed Service Expectations**

- The customer will receive access to commercial information services that are procured under this service
- Service decisions will be made as funds are available. When a service is terminated, every effort will be made to inform customers of their options for accessing similar information sources in the future

### **Deployment Timeframes**

The service manager strives to provide continuous access to the available services and to avoid outages due to funding/procurement timeframes.

### **Quality Expectations**

All products procured under the service agreement will meet all Web applications quality guidelines.

### **Continuity of Service**

Desktop Subscription services are available 24 hours a day, seven days a week from all EPA workstations and for EPA staff who authenticate using EPA's remote access solutions.

## Technical Manager

### Technical Manager

Darlene Boerlage 202-566-0675

## Technical Terms and Conditions

Customers in program and regional offices will use the services offered as necessary. Technical support will be provided as needed under the National Library Network.

Technical support for this service includes:

- Assisting staff members that are having problems accessing the available services
- Assisting program office support staff in determining where problems with access exist and working with vendors to resolve those issues
- Where possible, providing off-site staff with user names and passwords for access to services. (Note: This is not available for all services.)
- Providing training sessions on use of the EPA desktop library

## Relationship to Closely Aligned Services

All Agency PCs are required to have Agency-wide Desktop Connectivity (DA). Customers in the Washington, D.C. area must also subscribe to HQ Shared Services (WH) which includes access to EPA's Metropolitan Area Network.



## ENTERPRISE DATA

ED

### *Providing Access to Company Data*

Enterprise Data provides full Agency access to three enterprise licenses on businesses throughout the world. Customers participate in license agreements that allow access to:

- **D&B Online Reports** - Provides Agency users access to D&B business and financial information, Business Information Reports (BIRs). The Agency can use this to investigate corporate EPA violators, accesses the economic impact of EPA regulations changes on existing regulations and other EPA mission-critical efforts and databases.
- **Dun & Bradstreet Private Data Portal** is a Web-based look-up tool designed to deliver targeted D&B business intelligence to EPA. The Private Data Portal solution will enable EPA to perform a broad range of mission critical activities including identifying corporate family members, compiling lists of potential violators, generating outreach lists, and analyzing the economic impact of changes in EPA regulations
- **Mergent Online** delivers a comprehensive suite of authoritative financial information with the accuracy, timeliness and transparency required in today's marketplace. U.S. Company Data provides you with a fully searchable database of approximately 15,000 NYSE, AMEX and NASDAQ companies. Mergent's company files also provide real-time access to EDGAR® filings, dating back to 1993 and updated daily. Coverage includes: history, business, property, subsidiaries, officers, directors, long-term debt, bond ratings, capital stock, income statement, balance sheet, statements of cash flow, exchange and ticker symbol, address, telephone number, annual stock price ranges, trustees, registrar, transfer agent, stock splits, dividend payment history and more. Mergent offers the last available financial information on more than 2,000 non-U.S. companies that have merged, were acquired, went bankrupt, liquidated or otherwise disappeared from 1995 forward

These three agreements can be used for determining responsible parties for cost recovery, analyzing the regulatory impact to specific industries, targeting enforcement actions, and conducting outreach.

This service offers customers participation in Agency-wide, multi-year licenses that support common, recurring needs of the enterprise. Their enterprise-wide nature benefits organizations by centralizing purchasing and consolidating asset management.

Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management, utilities, and space rental.

### **Business Terms and Conditions**

Users wishing first-time access to Enterprise Data applications should contact the Service Manager, Brenda Gibson, at 202-566-1695, for issuance and management of user IDs.

Charges for this service are by subscription. A subset of EPA's Regions and program offices subscribe and pay a subscription charge that is fixed for the duration of the fiscal year. There are no separate, variable, usage charges within the subscription rate. However, the rate for the next fiscal year is derived as a percentage share of total costs and usage. Rates are readjusted yearly and proposed to the WCF Board based on historical usage.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Brenda Gibson 202-566-1695	ED	Monthly Subscription	\$45.19

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

## Performance Standards

### **Detailed Service Expectations**

The customer will receive access to the D&B Online Reports, Private Data Portal and Mergent Online procured under this service.

- Training is available on request by calling the Service Manager, Brenda Gibson, at 202-566-1695. The training is provided by the Dun & Bradstreet Corporation and Mergent Online. It is provided on-line and shows users how to query, report, and request "family tree" information
- First-line technical support is available for D&B Online Reports at 1-800-234-3867 and Private Data Portal at 1-800-618-7466
- Technical support is available for Mergent at 800-955-8080, or send an e-mail to technical-support@mergent.com

### **Deployment Timeframes**

The services are deployed during FY2008. The service provider strives to provide continuous access to the available services and to avoid disruptions due to funding or procurement timeframes.

### **Quality Expectations**

Software upgrades, including version changes, will be deployed from time to time, often quarterly. Users will be notified when the upgrades are being put in place.

### **Continuity of Service**

Enterprise data is available 24 hours a day, seven days a week, from any workstation connected to the Internet.

## Technical Manager

### Technical Manager

Brenda Gibson 202-566-1695

## Technical Terms and Conditions

Customers in program and regional offices will use the services offered as necessary. Technical support is provided for D&B Online Reports at 1-800-234-3867 and Private Data Portal at 1-800-618-7466. Technical support is available for Mergent at 800-955-8080, or send an e-mail to technicalsupport@mergent.com.

Technical support for this service includes:

- Helping staff that are having problems accessing the available services
- Helping program office support staff in determining where problems with software exist and working with vendors to resolve those issues
- Helping staff to design reports to resolve business issues

## Relationship to Closely Aligned Services

No additional services are required or related.



## GEOGRAPHIC TOOLS - ENTERPRISE LICENSE

### *Providing Access to Geographical Information Systems Software and Services*

The Geographic Tools - Enterprise License Service provides assistance with obtaining Environmental Systems Research Institute, Inc. (ESRI) software, install media, and licenses. The Enterprise License Agreement (ELA) EPA has in place with ESRI provides a number of benefits, including rapid access to licenses that provide unlimited access to most ESRI ArcGIS server and desktop software, reduced administrative costs, and improved interoperability and data sharing opportunities across the Agency.<sup>1</sup>

Additionally, this service provides up to date street network data for coverage area of the United States. It includes street network and associated map layers and nationwide coverage.

Specific functions of this service include:

- Use of the Geographical Information Systems (GIS) Agency Central Support (ACS) in handling ESRI software product orders, updates, upgrades, new releases, and Tier I technical support
- Rapid ACS support with obtaining GSA Schedule 'Category A' ESRI software products under EPA's ELA
- Unlimited access to most ESRI-sponsored Virtual Campus on-line courses

- Additional price discounts on other ESRI training, such as instructor led classes
- ACS technical support in determining software-related problems, including working with ESRI to resolve issues

For more information on GIS services and resources, see the RTP GIS web site at <http://intranet.epa.gov/rtpgis/esriepaela.htm>.

Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management, utilities, and space rental.

### Business Terms and Conditions

Users must register for access to software and services by calling EPA's GIS Agency Central Support at 919-767-7493.

All program offices pay a subscription charge that is fixed for the duration of the fiscal year. It is derived as a percentage share of the total and does not change during the year. Rates are readjusted yearly and proposed to the WCF Board based on historical usage.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Brenda Gibson 202-566-1695	EG	Negotiated Rate Service	

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

## Performance Standards Technical Manager

### **Detailed Service Expectations**

The customer will receive access to geographical information system enterprise services with ESRI, Inc. and GDT that are procured under this service.

- Free training is available to all registered users upon request
- First-line technical support is available through EPA's GIS Agency Central Support

### **Deployment Timeframes**

The service manager strives to provide continuous access to the available services and to avoid disruptions due to funding or procurement timeframes.

### **Quality Expectations**

Software upgrades, including version changes, are deployed through EPA's GIS Agency Central Support based on input from the assigned EPA regional and office point of contact.

### **Continuity of Service**

GIS services are available 24 hours a day, seven days a week, from all EPA workstations and servers where the software has been installed.

Help is available from EPA's GIS Agency Central Support at 919-767-7493 during normal business hours (ET).

## Technical Manager

### Technical Manager

Brenda Gibson 202-566-1695

## Technical Terms and Conditions

Customers in program and regional offices will use the services offered as necessary. Technical support is provided through EPA's GIS Agency Central Support.

Technical support for this service includes:

- Helping staff members that are having problems accessing the available services
- Helping program office support staff in determining where problems with software exist and working with vendors to resolve those issues

### **Relationship to Closely Aligned Services**

The Geographic Tools - Enterprise License Service focuses on assisting clients with obtaining ESRI software products under EPA's ELA, initial software installation, and provides technical support on software issues.

The GIS Service (XB) is related, but focuses on providing technical and analytical support on the integration and use of ESRI software within the technical infrastructure component of EPA's Enterprise Architecture, regional sites, program offices and laboratories.

Specialized support for the development of GIS applications and database consultation is provided through Technical Consulting Services (TZ).



EK

## CORRESPONDENCE MANAGEMENT SYSTEM

### *Providing Correspondence Tracking and Workflow Management*

The Correspondence Management System (CMS) <https://cms.epa.gov/cms/> is EPA's correspondence tracking and workflow management system. It scans, logs, routes, tracks, and stores incoming and outgoing correspondence in all program and regional offices. This paperless system shepherds electronic versions of correspondence through the review and approval process and creates a virtual record for each control. Its benefits include: <sup>1</sup>

- Faster processing and reliable delivery
- Electronic records
- Complete correspondence history
- Instant retrieval of records
- Unlimited search capability
- Lotus Notes e-mail notification
- Built-in mechanisms for requesting extensions, closures, and reassignments
- Out-of-office and proxy functions
- Reminder notices
- Concurrence capture
- Information collection for tracking trends and "hot spots"
- Flexible workflows
- Response document templates
- Links to the Lotus Notes database applications and the Enterprise Content Management System (ECMS).

- Works seamlessly with desktop applications such as the Microsoft Office Suite and Adobe Acrobat.

- Training and support

Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management, utilities, and space rental.

### Business Terms and Conditions

Subscription to this service opens full availability of the CMS system. Access to CMS is restricted to registered users. To request registration, users should first contact their Correspondence Control Points (CCPs), who should then contact the Service Agreement Originator/Allowance Holder. Once the information is entered into eBusiness, we will create the CMS account.

User registrations are tracked within eBusiness at <https://ssoprod.epa.gov/sso/jsp/eBusinessLogin.jsp>

Existing customers of this service must provide a cost-benefit analysis justifying an alternate provider before discontinuing service.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Brian Hope 202-564-8212	EK	Monthly Subscription	\$30.69

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

Performance Standards

**Detailed Service Expectations**

After users are registered using the WCF eBusiness system, they will have access to CMS in approximately 24 hours.

**Deployment Timeframes**

The system was deployed Agency-wide in FY2004.

**Continuity of Service**

CMS is available 24 hours a day, seven days a week from all EPA workstations and for EPA staff who have access to EPA's intranet (VPN access) through AAA remote access.

Technical Manager

**Technical Manager**

Keith Livingston 202-564-9962

Technical Terms and Conditions

Customers in program and regional offices will use the services offered as necessary. Customers can either contact us at CMS\_Information@epa.gov or via the Feedback button within the application.

- Help to staff members that are having problems accessing the application
- Assistance to program office staff in mapping their business processes to the features of CMS

The CMS Online Training Module and User Manual are available at <http://intranet.epa.gov/cmstraining>.

Workload for this service is measured and billed on an inventory basis.

**Relationship to Closely Aligned Services**

Subscribers must subscribe to Agency-wide Desktop Connectivity (DA) and Electronic Mail Service (DG). Users wishing remote access must subscribe to AAA VPN Client Access (AC).





## ENTERPRISE CUSTOMER SERVICE SOLUTION

*Providing Customers with a System for Handling Incoming  
Comments and Questions at Reduced Cost, and an Email Alert Service*

The Enterprise Customer Service Solution (ECSS) offers two components to assist EPA offices in delivering environmental and public health information to the public.<sup>1</sup>

ECSS – Frequently Asked Questions (FAQ) utilizes software that allows Agency program and regional offices to automate and standardize responses to comments and queries received from various channels (i.e., Web or hotlines) through the use of a common knowledge database and response templates. EPA offices using ECSS-FAQ have experienced up to 70 percent reduction in incoming email, because customers found the information they needed in the Frequently Asked Questions. That reduction translates to savings which can be used in other places.

### ECSS-FAQ

- Provides a centrally managed knowledgebase that can be used to provide consistent Agency responses
- Facilitates customers to quickly locate answers to their questions through self-service software features
- Significantly reduces the number of incoming inquiries requiring response
- Decreases transaction costs through more efficient processing
- Enables EPA to track and manage the various questions and service requests, and
- Provides comprehensive reporting functions, so managers can identify areas for improvement.

ECSS-FAQ rates are based on the number of internal users (agents) within each office or region, verified by the number of page requests. Offices are categorized as Small (1-5 agents), Medium (6-15 agents), or Large (16 and above). The rate for a Small office is \$13.8K per year, Medium \$29.6K, and Large \$74K. Additional interfaces are offered at \$1,224 per year. These fees begin with the ECSS interface goes “live.” The cost of establishing the interface, setting business rules and loading the initial sets of questions and answers and testing are not part of the WCF charges. The Service Manager can advise prospective customers where they can obtain support for the setup work.

A marketing option is also available through the WCF from the vendor for ECSS-FAQ, RightNow Technologies. RightNow Marketing is an award-winning marketing automation solution that optimizes how your organization delivers critical messages and marketing offers to cus-

tomers and prospects. The minimum cost for the marketing option is \$1,646 per month after a one-time expenditure of \$38,555 for setup and a three day marketing workshop.

Also available in FY 2010 is a Chat license. For \$36.27 per agent per month in offices with subscriptions, agents can answer questions and provide information in a live session.

ECSS - Email Alert Service (EAS) allows visitors to EPA Web sites to subscribe to email notifications when the Web site changes. The EAS contractor provides continuous monitoring of participating EPA Web sites to detect content updates and then alerts the EPA organization of the change, providing a sample outgoing email notification to the subscriber list. The notification, which must be approved by an internal staffer before it is sent, can be a notice with an embedded link or it can actually include the new information. Visitors may also sign up to be notified when there is news about other topics in which they have expressed an interest, through establishing a profile which they can manage through a Web site. Research by the Pew organization has shown that Web users are five times more likely on a given day to check email than to visit even one government Web site. ECSS-EAS may increase visitors to EPA Web sites by up to 50 percent.

ECSS-EAS offers EPA program and regional offices the following benefits:

- E-mail allows EPA to deliver information proactively to interested citizens
- Increased Web site traffic
- Web site visitors have easy, immediate access to information on topics that interest them
- Web site visitors can choose topics of interest and manage their own profiles, rather than receiving all information, as with a listserv.

Service Managers	Service Code	Orderable Unit	FY10 Rate
Tom Maloney 202-566-0671 Marlyn Aguilar 202-566-0012	ES-FAQ and ES-EAS	Negotiated Rate Service	

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## ENTERPRISE CUSTOMER SERVICE SOLUTION (CONT.)

ES

Service Code	Service Name	Service Description
ES-FAQ and ES-EAS	ECSS O&M Low	Small, Medium, or Large Office

ECSS-EAS rates are based on the number of page requests – there are 4 tiers. The smallest office, up to 300,000 page requests, will pay under \$6K a year, while a large office, with over 1.95 million page requests, will be charged approximately \$25K per year.

Services to be offered:

- ES - ECSS includes, for ECSS-FAQ, knowledge-base administration, management reporting, software licenses, WCF charges and help desk support. For ECSS-EAS, this includes software licenses, management reporting, WCF charges and help desk support

The service includes the management, implementation, and oversight of the contractual operations needed to deliver these services.

### Business Terms and Conditions

The customer and the ECSS manager will work together to determine the appropriate rate structure for the interested EPA office. Work will not begin until the customer has ordered this service and a funded Service Agreement is in place.

Forms necessary to order this service are available from the links in this document.

### Performance Standards

#### **Detailed Service Expectations**

- The ECSS environment is operated 24 hours a day, seven days a week
- Technical support for ECSS is available from the vendor representative in the local area. The first tier of technical support is available to ECSS administrative users in the Programs, Regions, and Labs. Administrative users are supported through biweekly technical meetings

#### **Deployment Timeframes**

- Based upon written customer requirements for new or changed applications, a deployment timeframe will be developed and conveyed to the customer

### Technical Managers

#### **Technical Managers**

Tom Maloney 202-566-0671  
Marlyn Aguilar 202-566-0012

### Quality Expectations

- Customers will be notified of all necessary server down time for maintenance in advance
- Software vendor support will be available Monday - Friday from 6:00 a.m. - 6:00 p.m. Eastern time excluding Federal holidays

### Technical Terms and Conditions

Customers in Program and Regional offices will use this service based on their business needs. Technical support will be provided as needed by the Service Manager and the software provider.

### Relationship to Closely Aligned Services

There are no required services associated with ordering ECSS.



## SECURITY & INTEGRATION SERVICES

### *Providing Network and Internet Connectivity and Security Services to EPA*

The Security and Integration Service provides secure access to EPA's Wide Area Network (WAN) and secure access to and from the Internet. This is a mandatory service for all personal computers (PCs) connected to the WAN<sup>1</sup>

Specific functions of this Service include:

- Ensuring that EPA's WAN is accessible and available 24 hours per day, seven days a week
- Providing secure and efficient connectivity to Agency information and data resources (includes using geographically distributed files, e-mail, Blackberry, IP video conferencing, Voice Over data network, application servers, and other centralized computing resources). Connectivity allows Headquarters, Regional Offices, laboratories, and field sites to communicate with each other, the National Computer Center (NCC) and the Internet. This includes circuit capacity planning, engineering design, acquiring hardware, software, maintenance and circuits, registration and IP address assignment for authorized devices for attachment to the network, providing the means and processing national Telecommunications Service Requests (TSRs) for WAN engineering and support. A base of the above is included in the per-mailbox charge for this service. Engineering and provisioning of hardware, software, maintenance, circuits, and labor support above this base is provided through a separate service TZ order at additional cost to the customer.
- Using and managing firewalls, intrusion detection technologies, caching/web filtering, managing the Managed Trusted Internet Protocol Services (MTIPS) under the GSA, Network contract and other means to secure and protect EPA information and infrastructure against external threats.
- Managing, implementing, and overseeing the contract and resource management activities associated with the delivery of this Service. This includes operation and management of the RTP Network Control Facility (NCF), second level engineering support, and coordinating vendor engineering support for hardware and software. This provides national WAN incident, problem, configuration, change and release management.
- Managing the GSA Networkx contract providing data circuits and managed routers for the WAN.
- Providing the Headquarters Secure Telecommunications Center and Radio Frequency Services
- Responding to congressional requests for information, and IG, GAO, and other audits.

### Business Terms and Conditions

This service (KS) is made up of services KA, KE, CP, AS, and AT

This Service is mandatory for all PCs connected to the Agency's WAN. The per-unit cost is based on the number email mailboxes.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Gregory Wadsworth 919-541-3668	KS	Mailboxes/ Month	\$75.78

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to

Performance Standards

**Detailed Service Expectations**

- The Office of Technology Operations and Planning strives to keep the EPA WAN and Internet connectivity available at all times other than during scheduled maintenance periods. Through maintenance and redundancy of EPA-owned equipment and coordination with commercial telecommunications service providers, outages that occur are resolved expeditiously.
- WAN bandwidth provides acceptable performance within existing budget for e-mail, Internet access, remote intranet access, access to centralized computing resources such as the High Performance Computer and the Enterprise Server, access to other centralized hosts and other network resources.
- Data traffic entering and leaving EPA is inspected to protect Agency information resources from external and internal threat or compromise.

**Quality Expectations**

- All activities rendered under this Service will comply with Agency IT guidelines and requirements, specifically EPA technical and security standards.

Technical Manager

**Technical Manager**

Gregory Wadsworth 919-541-3668

**Technical Terms and Conditions**

This service supports leased circuits, Permanent Virtual Circuits (PVCs), Internet Service, and the hardware and software for telecommunication, security, and network management. In addition, this service supports the labor associated with providing the Agency with WAN and Internet connectivity and security.

**Relationship to Closely Aligned Services**

In addition to the Security and Integration Service, the Agency Wide Desktop Services, Service Code DA is also required for all WAN attached desktops. Clients in the Washington D.C. area must subscribe to Headquarters Shared Services, Service Code WH for access to EPA's Metropolitan Area Network.



## DIAL 800 SERVICES

### *A WCF Telephone Service*

Subscribers of Toll Free services receive a telephone number, with no charge to the caller, to help their user community access a variety of program office and agency services. The sponsoring program office pays for the usage plus a monthly recurring charge under service code L3. The Toll Free service (LA) include:<sup>1</sup>

- Gathering customer specifications for the Toll Free service such as selecting a specific phone number, voice mail options, or routing control
- Managing the ordering and installation of Toll Free service through a long distance carrier
- Providing a help desk for technical assistance (e.g., troubleshooting, operating instructions) Monday-Friday 8:00 AM to 4:30 PM ET. Dial (919) 541-1999 for assistance
- Making arrangements to list the number with the National Toll Free Locator service
- Guarantee of service operation within EPA's technology infrastructure
- Proving support for an orderly transition to GSA's new Network contract

Service Code	Service Name
LA	Dial 800 Services
L3	Dial 800 Line Charge

Lastly, the service includes oversight of the contractual operations needed to deliver these services. The costs include overhead, EPA management, utilities, and space.

#### Business Terms and Conditions

The customer will complete a requirements statement detailing specific requirements related to the level of support needed.

WCF policy states that existing users of this service must provide a cost benefit analysis before migrating to another source for this service.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Jose Gonzalez	LA	Minutes	\$0.06
202-566-1794	L3	Lines/ Month	\$25.00

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

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Performance Standards

**Detailed Service Expectations**

- Toll free lines may terminate within EPA, a contractor location, or any location.
- The terminating number at EPA can be forwarded to another EPA or contractor location, local or long distance, which requires a LD order.
- Customers should review their monthly bills for unauthorized charges and report any abnormal activity to the service manager.
- Managers should request a cancellation in eBusiness when the service is no longer needed.

**Deployment Timeframes**

This service will be deployed within the timeframe required to match customer specifications.

**Quality Expectations**

- The Toll Free number will be unique to the requesting organization
- Customers may request vanity numbers, but there assigned at the direction of the LD carrier.

**Continuity of Service**

The Toll Free number will be functional at all times, barring complications with the telephone networks and carriers.

Technical Manager

**Technical Manager**

Willie Wong 202-566-2427

Technical Terms and Conditions

Workload for service LA is measured and billed on a usage basis; workload for service L3 is a monthly charge per line.

**Relationship to Closely Aligned Services**

There are no restrictions for customers in the field offices or in the Regions. Customers needing customized services such as routing trees or hearing impaired features will be charged under Enhanced Long Distance Services (LF).



## TELEPHONE CALLING CARD SERVICE

*Providing Domestic and International Telephone Calling Card Service for EPA Customers*

Customers of this service receive telephone calling cards to facilitate off-site business-related calls. This service eliminates the need to reimburse employees for these travel related calls at a later time. Calling Cards, which can be used from any location, domestic or foreign, including hotels and pay phones, are useful when cell phones are out of range of towers. Service L4 is a Telephone Calling Card monthly recurring charge per card, and Service LB is used for per-minute charges. The service includes:<sup>1</sup>

- Requesting new cards from the carrier
- Mediating and resolving issues with bills or service through the carrier.
- Providing a help desk for technical assistance (e.g., troubleshooting, operating instructions) Monday-Friday 8:00 AM to 4:30 PM ET. Dial (919) 541-1999 for assistance.

Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management and space rental.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Jose Gonzalez	LB	Card Minutes	\$0.12
202-566-1794	L4	Cards/ Month	\$1.25

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to

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Performance Standards

**Detailed Service Expectations**

- Customers should review their monthly bills for unauthorized charges or multiple cards for an employee and report any abnormality to the service manager

**Deployment Timeframes**

Delivery from the carrier can take up to 45 days. The EPA voice contact/coordinator will then verify card data and send to the customer.

**Quality Expectations**

Customer inquiries will be addressed within one business day.

**Continuity of Service**

Cards will function 24 hours a day, seven days a week, barring malfunctions of telephone networks. Customers must notify the service manager of **planned overseas travel** to ensure that the calling card will not be cancelled by the vendor when calls are made from an international location. A minimum of two weeks notice is required. When canceling Calling Card service, be sure to include both the L4 & LB codes.

Technical Manager

**Technical Manager**

Willie Wong 202-566-2427

**Technical Terms and Conditions**

Telephone Calling Cards are issued for official Agency business use only. Customers must contact the Service Manager immediately when a card is lost or stolen.

Workload for service LB is measured and billed on a usage basis. Workload for service L4 is a monthly charge per card.

**Relationship to Closely Aligned Services**

LF – Related - Customers can place international calls from telephones in EPA offices.

MD – Related – Most users prefer to use their cell phones or Blackberry when on travel or abroad.



## LONG DISTANCE SERVICES

EPA customers can place domestic long distance calls from telephones in EPA offices.<sup>1</sup>

Support provided through this service includes:

- Maintaining a relationship with domestic long distance carriers to correct problems so that customers receive high quality continuous service
- Timely isolation and resolution of technical and service problems
- Guarantee of service operation within EPA's technology infrastructure
- Providing a help desk for technical assistance (e.g., troubleshooting, operating instructions) Monday-Friday 8:00 AM to 4:30 PM ET. Dial (919) 541-1999 for assistance
- Provide support for an orderly transition to GSA's Networx Contract

In addition, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management, utilities, and space rental.

### Business Terms and Conditions

A funded Service Agreement must be established before service can begin.

This service includes oversight of the contractual operations needed to deliver these services. The costs also include EPA management and space rental.

Please note that for telephones on a VoIP network, users need to verify that the domestic long distance feature **is** turned **on**.

WCF policy states that existing users of this service must provide a cost benefit analysis before migrating to another source for this service.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Jose Gonzalez 202-566-1794	LD	Minutes	\$0.07

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



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Performance Standards

**Detailed Service Expectations**

- The customer will receive limited assistance in problems or disputes with carrier
- Customers should review the monthly reports and report any unauthorized calls or abnormal usage to the service manager.

**Quality Expectations**

Responses to customer inquiries will be initiated within one business day

**Continuity of Service**

- Long distance service will be available 24 hours a day, seven days a week, barring malfunctions of telephone networks

Technical Manager

**Technical Manager**

Willie Wong 202-566-2427

**Technical Terms and Conditions**

Headquarters customers must first have local phone service through Headquarters Dialtone and Maintenance Service (YA). There are no restrictions for customers in the field, lab or regional office.

Workload for this service is measured and billed on a usage basis.

**Relationship to Closely Aligned Services**

HQ customers must have a subscription to local telephone service (YA) before deploying Long Distance Services. HQ callers wishing to make international calls require International Direct Dial Service (LE).

LF - Related – Outside of Washington, LD services are enhanced with the use of PRI's whose costs are charged to LF



LE

## INTERNATIONAL DIRECT DIAL

EPA customers can place international calls from telephones in EPA offices.<sup>1</sup>

Support provided through this service includes:

- Maintaining a relationship with international long distance carrier provided through a GSA national contract
- Troubleshoot any problems so that customers receive high quality continuous service
- Billing customers based on the actual cost of usage, equipment, and labor
- Guarantee of service operation within EPA's technology infrastructure
- Providing a help desk for technical assistance (e.g., troubleshooting, operating instructions) Monday-Friday 8:00 AM to 4:30 PM ET. Dial (919) 541-1999 for assistance

- Providing support for an orderly transition to GSA's new Network contract

Lastly, the service includes oversight of the contractual operations needed to deliver these services. The costs also include overhead, EPA management, utilities, and space rental.

### Business Terms and Conditions

A funded Service Agreement must be established before service can begin.

Please note that for telephones on a VoIP network, users need to request that the international long distance feature **is** turned **on**.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Jose Gonzalez 202-566-1794	LE	Cost Plus Fixed Fee	108.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to

Performance Standards

**Detailed Service Expectations**

- The customer will receive assistance in problems or disputes with carrier
- Customers should review their monthly bills and report any unauthorized calls or abnormal usage to the service manager

**Quality Expectations**

- Responses to customer inquiries will be initiated within one business day

**Continuity of Service**

International long distance service will be available 24 hours a day, seven (7) days a week, barring malfunctions of telephone networks.

Technical Manager

Technical Manager

Willie Wong 202-566-2427

**Technical Terms and Conditions**

Headquarters customers must first have local phone service through the Headquarters Dialtone and Maintenance Service (YA). The customer will also provide regular feedback to the service manager to resolve any issues.

Workload for this service is measured and billed on a cost basis.

**Relationship to Closely Aligned Services**

HQ Customers must subscribe to Headquarters Dialtone and Maintenance Services (YA) before deploying International Long Distance Direct Dial services. There are no restrictions for customers in the Regions or field offices.

## ENHANCED VOICE SERVICES

Customers of toll free, calling card, and domestic long distance services may incur specialized carrier fees, some fixed and some variable, which do not fit neatly within the other LA-LB-LD-LE services. Examples of such services include, but are not limited to: <sup>1</sup>

- Primary Rate Interface (PRI), T1 line, and Dedicated Transmission Services improve efficiency of long distance dialing (LD) by lowering the rate per minute
- Expedited installation of a new service.
- Voice mail and call routing associated with the Toll Free service (LA)
- Establishing a conference call away from the office through the domestic calling card service (LB) which will involve operator assistance
- Usage billing for an international long distance call made with a calling card (LB)
- Providing support for an orderly transition to GSA's new Networx contract; this will include the cost of replacing equipment owned by GSA and EPA such as switches, circuits, and calling cards and the traveler cost of contractor site visits

- If you still have questions or concerns about the LF service, please contact Vic Cohen at (202) 566-1786

Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management and space rental.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Jose Gonzalez 202-566-1794	LF	Cost Plus Fixed Fee	108.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

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Performance Standards

***Detailed Service Expectations***

Upon request the LF Enhanced Long Distance service manager will contact the customer to convey the nature of related LF service costs.

***Deployment Timeframes***

Deployment times for a service will vary according to the type of service received.

Technical Manager

Technical Manager	
Willie Wong	202-566-2427

Customers should review monthly bills for international use of calling Cards and report unauthorized calls or abnormal usage to the service manager.

Workload for this service is measured and billed on a cost basis.

**Relationship to Closely Aligned Services**

Prerequisites to purchase Enhanced Long Distance Services will vary according to the service needed. The Service Manager and voice contractors will work with the customer to provide all prerequisites and technical details on a case-by-case basis.



## MOBILE DEVICES

### *Providing Mobile Devices (E-mail Connectivity for BlackBerry Devices and Cellular Support to all Employees)*

MD

The Mobile Devices service provides employees with secure wireless communications and services such as:

- Cell Phones
- Airtime for cell phones
- Descriptions of various mobile device service plans and rates.
- Analysis of requirements to assist customers in selecting which plan and hardware (i.e., phones, air cards and accessories) best suit their needs.
- Establishment and maintenance of relationship with multiple approved vendors to obtain mobile device service.
- Posting monthly billing reports to the eBusiness for customer review.
- Managing all mobile device services with vendors.
- Limited mediation and resolution of billing or service issues with vendors.
- Mediation and resolution of Working Capital Fund (WCF) issues/disputes.
- Wireless PC cards (Air cards)
- Battery chargers and other accessories.
- Connectivity to official EPA mailbox via a BlackBerry handheld device.
- Communications with other internal and external e-mail users (e.g., EPA staff, other government agencies, and stakeholders) worldwide 24 hours a day, 7 days a week, 365 days a year.
- Secure wireless e-mail transmission service with access to the central Agency-wide wireless e-mail servers and software via a BlackBerry device.
- Access to Agency-wide Lotus Notes servers that support e-mail.
- Guarantee of service operation within EPA's technology infrastructure through the use of Lotus Notes e-mail servers, BlackBerry Enterprise Servers (BES), RIM, and Boxtone technology.

Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. Costs include licenses, maintenance, and wireless service plus technical support and hardware. This

also includes the associated costs of overhead for EPA Management, utilities and space rental.

#### Business Terms and Conditions

The Office of Acquisition Management (OAM) and the Office of Environmental Information (OEI) have collaborated to provide Agency users of mobile devices, (i.e. cell phones and air cards) with the ability to purchase these devices and services through the WCF Blanket Purchase Agreements (BPAs). Sprint/Nextel, Verizon and AT&T services are now available through the WCF BPAs. The processes for ordering mobile device services are as follows:

#### Process Details

The customer works with the WCF Service Manager and Technical Manager to define their needs, mobile devices and accessories, rate plans, delivery dates, cost, and service features.

This service is required for all Agency customers who need wireless access to EPA's e-mail infrastructure on a mobile device (i.e., BlackBerry). BlackBerry devices must have voice and data plans that are procured through WCF. Voice plans for BlackBerry devices may not be procured outside of WCF such as a local contract.

To order Mobile Devices, the customer must place an order using [eBusiness](#).

To cancel Mobile Devices service, the customer must cancel through [eBusiness](#).

Service Manager	Service Code	Orderable Unit	FY10 Rate
Dee Clark 202-566-0890	MD	Cost Plus Fixed Fee	108.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

## Performance Standards

### **Detailed Service Expectations**

The Service Manager or Technical Manager will respond to the customer's message within 24 hours of contact.

Customers will have wireless access to their EPA e-mail after their BlackBerry devices have been properly configured.

E-mail service will have 99% functional availability allowing for scheduled system testing and maintenance as required.

### **Deployment Timeframes**

Customers will usually receive equipment in 10 business days or less.

### **Quality Expectations**

All products produced under the service agreement will meet all mobile device service quality guidelines and Agency technology and security standards will be followed as a part of service implementation.

### **Continuity of Service**

Mobile Devices support is available from 6:00 a.m. to 9:00 p.m. EST, Monday through Friday via the EPA Call Center. The EPA Call Center phone number is 1-800-411-4EPA (4372).

The EPA Call Center will be Tier 1 Support and ECS Mobile Devices Business Office (MDBO), CSC BES and Local BB Admin Support are Tier 2 support, where tickets will be forwarded from the EPA Call Center to resolve customer device problems. WCF Service Managers are not responsible for vendor network outages or temporary loss of service.

## Technical Manager

### Technical Manager for BPA's and ECS MDBO

Bill Beaver	202-566-1801
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### Technical Manager for CSC BES

Sya Mayes	919-541-2715
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## Technical Terms and Conditions

Mobile Device services are contracted with multiple vendors via a Blanket Purchase Agreement (BPA). Monthly services and air time fees are paid through WCF. Mobile Device services are provided following the customer's and Designated Agency Representative's approval.

Only devices purchased through WCF are allowed access to Agency e-mail infrastructure. The customer is responsible for maintaining a DG subscription to e-mail services to obtain an EPA e-mail address to be accessed with the wireless BlackBerry device. The customer is responsible for maintaining BlackBerry devices and for complying with the Agency's e-mail usage policies.

BlackBerry devices are assigned on an individual basis and cannot be shared among two or more users. Customers must password-protect handheld devices consistent with Agency security policies. All Agency security requirements and guidelines for running e-mail servers will be followed during the administration of this service.

## Relationship to Closely Aligned Services

Wireless Real Time Email Services requires:

- Service DG to provide the necessary EPA e-mail access
- Services KS and DA to provide the necessary connectivity for the desktop interface.



## AUDIO AND WEB CONFERENCING SERVICES

### *Supporting Meeting Collaborations Through Audio and Web Conferencing Services*

Audio and Web Conferencing Service elements provide an economical substitute for face-to-face meetings, especially when conference participants are located in different geographic locations. Combined, the Audio and Web integrated experience that puts you in control of your conference with the click of your mouse.<sup>1</sup>

#### **AUDIO CONFERENCING**

Conferencing links multiple callers a single telephone conversation enabling participants to communicate more effectively by using powerful features that can maximize the success of the meeting. Our key audio conference service, **Reservationless-Plus<sup>SM</sup>**, provides on-demand audio conferencing 24 hours a day, 7 days a week. Some of the popular features include:

- Basic & Premium Operator Assistance
- International Dialing Options
- 

#### **WEB CONFERENCING**

Web Conferencing integrates voice and visual content using a standard Web browser so that real-time meetings can be conducted over the Internet. The Audio service provides the voice portion of the meeting.

#### **CONFERENCING FEATURES**

The Audio and Web Conferencing Services continue to provide on-demand conferencing with a variety of features and quick access. Standard features are designed to assist the customer with meeting planning and facilitation.

- Access to hold a conference from anywhere in the U.S. is available 24 hours, 7 days a week.
- No reservation is required after initial setup.
- Operation from secure remote locations is guaranteed.
- Conference is controlled by the Conference Leader.
- No set-up, cancellation, minimum-call fees are charged.

“A la carte” Audio and Web Conferencing variables are also available for each of these Service products with additional costs based upon actual usage. The options are applicable for conferences that are hosted within the United States, and allow the Conference Leader to choose premium service features that are designed to:

- Enhance the meeting registration and collaboration processes

- Facilitate international participation via toll free access; and
- Document the meeting

The Service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management, utilities, and space rental.

#### **Business Terms and Conditions**

An account must be established by the customer before an Audio or Web Conferencing service can be utilized. The following describes what is needed to order and use the Services.

**Ordering:** Ordering Audio and Web Conferencing Services is performed by a WCF Customer (Service Account Originator) authorized to use the WCF eBusiness Registration System. An order for service is to be placed one time, per user, through eBusiness. Using eBusiness also ensures that all Conference Leaders are:

1. approved, in advance, by their WCF Service Account Originator; and
2. assigned the Personal Identification Number (PIN) to use the Audio and Web Conferencing Services.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Deborah L. Seal 202-566-1776	NA	Cost Plus Fixed Fee	108.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



The WCF eBusiness is located on the EPA Intranet, and is the tool used by the Service Manager to validate the funding and requirement criteria of orders. Electronic notification of each approved order is forwarded from eBusiness to the WCF Service Manager and the Technical Product Managers for NA. No other planning documents are required from the customer.

**Billing:** Billing of Audio and Web Conferencing Services is based upon the WCF's inventory of the customer's Audio and Web accounts. Charges are applied by the Service feature selected, the related respective cost per minute for the actual number of lines used per conference, and any additional variables that are requested.

**Service Help Desk:** To obtain technical assistance for the teleconferencing audio services ordered, customers can contact the Conferencing Center at 202-384-1330.

For further information about these Business Terms and Conditions, contact the Service Manager.

#### Performance Standards

##### **Deployment Timeframes**

Once an order has been entered and processed in eBusiness, the customer should receive conferencing access information within two hours via e-mail, and a wallet size card within two weeks.

##### **Quality Expectations**

Assistance required during Audio and Web conferences will be provided immediately and effectively. All products and technical support provided shall meet all requirements for accessibility specified under Section 508 of the Rehabilitation Act, as well as EPA IT standards and current security guidelines.

##### **Continuity of Service**

Conferencing capabilities will be available to the Conference Leader on any day and at any time of the week: 24 hours; 7 days a week; and 365 days per year.

#### Technical Manager

##### Technical Manager

Leanne Willet 202-566-1804

#### Technical Terms and Conditions

The customer is responsible for informing the conference participants of the correct dial-in number, access code, Web link and any other special instructions.

The customer will be validated as a designated Conference Leader, as identified by the eBusiness order submitted by their Program Office WCF Service Account Originator.

**Please note:** An audio conference will not work on a rotary style telephone.

Workload for this service is measured and billed on a volume basis.

#### Relationship to Closely Aligned Services

Video teleconferencing services are available through Video Teleconferencing Services (NB).



## VIDEO CONFERENCING SERVICES

### *Providing Support for Video Conferencing within EPA*

Video Conferencing (VTC) is a unique real-time visual meeting service supporting effective collaboration and communications. The VTC service offers customers a high degree of efficiency and cost savings due to the timely information exchanged among EPA personnel anywhere in the world. The virtual visual meeting capabilities offered by the VTC service allows simple conversation on a small scale between two people in private offices (point-to-point); or meetings on a larger scale which involve many participants at several sites (multi-point). The VTC features further allow meeting participants to share real-time documents, computer-displayed information, and whiteboards. Overall, the VTC service maximizes meeting efficiency, and eliminates the cost associated with participant travel. Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. These costs also include EPA management, utilities, and space rental. Specific VTC products available in the WCF catalog include:<sup>1</sup>

#### **VTC Bridging Service**

- Provides customers with a guarantee of service operation within EPA's technology infrastructure for state-of-the-art Video Conferencing technology, and economical access to EPA proprietary video bridge equipment
- Offers 38 different "dial-in" and "dial-out" options, with fixed prices for each
- Enables three or more VTC units to conduct a simultaneous video conference meeting
- Provides economical access to EPA proprietary video bridge equipment
- Gives customer service support for VTC planning and scheduling; and other accessory services such as: VIP service, and recording video conferencing onto DVD tape

#### **VTC Acquisition**

- Provides "turnkey" procurement and consultation for EPA customers for new VTC equipment. Cost varies per type of equipment and accessory options selected by customer
- Acquisition products are offered as follows:
  - Tandberg Groups Video Systems;
  - Desktop Personal Systems;
  - VTC Maintenance for Existing Systems (varies per type of equipment, is for one year maintenance coverage which includes software upgrades, remote Tandberg technical support, and replacement parts. A three year option is available and recommended).
- One time VTCI Registration Fee for Video Systems Purchased outside WCF. (The VTCI Registration

Fee funds licenses in the Tandberg Management Suite (TMS) and the Tandberg Enterprise Gatekeeper. *Customers that have not purchased VTC systems through WCF must purchase this product).*

- Consultation available for video equipment products and upgrading old video equipment
- Provides Technical support as part of cost for setup of new equipment. (DC and RTP only)
- Maintains monthly EPA-wide directory of video telephone numbers and Video Systems Administrator (VSA) contacts to place either "point-to-point" or bridge calls

#### **VTC Technical and Event Support**

- Training classes for video system administrators and end-users
- Help Desk to facilitate troubleshooting and problem resolution for video-related problems, with video problem resolution onsite or over the phone depending on the situation. (M-F 8:00 a.m. to 4:30 p.m.)
- Specialized Technical and VIP support provided for Conferences and Special Events
- Video Rental Program provides consultation on HQ video equipment rental options and procedures. Uses existing video equipment available to HQ only; is limited to compatibility of HQ sites or usage in other EPA HQ locations not equipped with video teleconferencing equipment which meet connectivity requirements
- Video Equipment Maintenance provides consultation to customers in obtaining maintenance plans for their existing equipment to ensure the latest technology functions are retained
- Video Service Enhancements includes special project or technical consultation (e.g., Video Over-Internet Protocol, or Firewall Traversal Solutions) as new technology becomes available, including appropriate documentation, such as: security plans, white papers, and product descriptions

Service Manager	Service Code	Orderable Unit	FY10 Rate
John G. Horton 919-541-3483	NB	Cost Plus Fixed Fee	108.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document. the terms in this document.

## Business Terms and Conditions

This category establishes, for both the customer and service provider, a shared understanding of the Business Terms and Conditions.

### Ordering the Service

**WCF eBusiness Order:** Customers must place an order for VTC service through the WCF eBusiness Registration System catalog for Video Conferencing (NB).

**WCF Registration ID:** A valid WCF Service Account must be in place for each NB order before work commences. VTC projects are assigned a WCF Registration ID before work commences and is used to track and monitor progress and billable costs.

**WCF Business Requirements:** The customer needs to identify the Program Office's VSA (Video Systems Administrator). For VTC Bridging support, the customer must choose and approve optional variables with costs that are available for participants. VTC Acquisition support requires available funding for orders.

### Canceling Accounts

- Account Manager will submit request through the eBusiness system to cancel the NB order. The Service Manager will cancel the order in eBusiness accordingly

### Transferring Accounts

- Account Manager will submit request to transfer financial link from current account to the new account through the eBusiness system. The receiving Account Manager must accept the transfer to the new Account, and verify the new Account information for billing

## Performance Standards

### **Detailed Service Expectations**

**Point of Contact:** The customer will be validated as a designated **Video Teleconference Point of Contact (VTPOC)** from the list provided by their Program Office WCF Coordinator or Service Account Originator.

**Scheduling a Conference:** Once Customer registration is established in eBusiness, conferencing access information will be provided electronically. VTC Bridging Customers will receive conferencing access information once their Customer Registration ID is established. Customers must call the VTC Conference Center Bridge to schedule their conference, and provide the WCF eBusiness Registration ID; the name of the Customer; the Date, time, and location of Conference. Conferencing capabilities usually can be available on the day and time requested for a scheduled call, but depends on availability of the technical support and equipment.

**Reports:** A monthly usage report, "**Detail Bridging Video Teleconferencing Summary**", is available from the NB Service Manager upon receipt of an email request from the Service Account Originator.

**VTC Directory:** A VTC "**Codec List**" is available to all

## Technical Manager

### **Technical Manager**

Richard Perez 202-566-1168

customers, and provides a current directory of video telephone numbers and contacts used to place either "point-to-point" or bridge calls. The list includes all EPA Video System Administrators (VSA), is updated monthly, and distributed to all VSA's.

### **Quality Expectations**

- Assistance required during video teleconference calls will be provided immediately and effectively.
- Agency customer service standards will be followed as a part of service implementation.
- Agency videoconferencing standards will be followed as a part of service implementation.
- All products and technical support provided shall meet requirements for accessibility specified under Section 508 of the Rehabilitation Act, as well as EPA IT standards and current security guidelines.

## Technical Terms and Conditions

- WCF Terms and Conditions are defined by each VTC Product
- The VTC service (NB) does not include Conference Room Design projects which are provided by the WCF Special Projects (TC) service
- Video equipment ranges in size from individual PCs to portable units for conference rooms
- This service is not responsible for any technical difficulties with the phone lines and any other services provided by other contractors, the Agency, or other service providers
- The quality of a video conference primarily depends on the characteristics of the circuit between the conferencing sites. When a conversation includes a site off-campus, then bandwidth and type of connection between campus and the other site must be considered
- Workload for this service is measured and billed on a volume basis
- The customer is responsible for informing teleconference call participants of the correct dial-in number, access code, number of lines available, and any other special instructions

## Relationship to Closely Aligned Services

Other closely aligned WCF services may be required before deploying Video Conferencing Services, and include:

HQ Special Projects (TC)  
 HQ Dial-tone and Voice Mail (YA)  
 Long Distance Telecommunications (LD)  
 Shared Services (WH)

## VOICE PROCESSING APPLICATIONS

### *Providing Automated Voice Processing Services at Headquarters*

Customers utilizing Voice Processing Applications receive support in developing and programming voice applications. These voice applications are designed to quickly and effectively disseminate information to facilitate multiple party communications and reduce internal operating expenses. An example of a voice processing application is the "Public Awareness Outreach Children's Hotline."

The automated Voice Processing Applications services include:

- Assistance in developing a needs assessment to determine the type of application required.
- Design and implementation of the selected application.
- Comprehensive technical and customer support (e.g., troubleshooting) by phone or in-person, weekdays from 6:30 a.m. to 5:00 p.m. ET, excluding holidays.
- Fax-back services automatically fax requested documents to customers.
- Automatic call processing to expedite calls routed to a known voice mailbox or extension.
- Information center mailboxes created and designated as "Listen Only" to disseminate unchanging information.
- Voice processing forms developed to prompt responses to recorded questions, facilitating orderly receipt of data over the phone.
- Minor programming changes (e.g., adding recorded questions to voice forms for voice-prompted data collection) are included in the annual maintenance.
- On-site training and customized instructions for each application designed.
- Guarantee of service operation within EPA's technology infrastructure

Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. The costs also include EPA management, utilities, and space rental.

### Business Terms and Conditions

To order Voice Processing Applications services, the customer may place an order using eBusiness or contact the Voice Processing Applications Service Manager to define requirements, scope of work, delivery dates, and cost expectations. The customer must provide initial funding for the one-time application set-up fee and the annual amount of NC service required. The customer must also sign a Statement of Work (SOW). Any major changes should be requested through a Telecommunications Service Request (TSR), which is submitted after funding is in place, and may require an addendum to requirements and costs.

Cancellation of Voice Processing Application services requires a TSR or written notice, 30 days in advance.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Jose Gonzalez 202-566-1794	NC	Cost Plus Fixed Fee	108.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

\*For this service, cost is calculated based on a one-time set-up fee and monthly maintenance costs.

Performance Standards

**Detailed Service Expectations**

The customer will receive a needs assessment within 15 days of an established service agreement.

**Deployment Timeframes**

Deployment schedules for each application will be specified in the SOW.

**Quality Expectations**

Voice processing applications will facilitate communication without adding a burden to the customer or other fellow customers.

- Agency telecommunications standards will be followed as a part of service implementation

**Continuity of Service**

Applications will operate at all times designated by each customer.

Technical Manager

**Technical Manager**

Karen Swann 202-566-2003

**Alternate Technical Manager**

Georgia Jackson 202-566-2008

Technical Terms and Conditions

The customer is not required to obtain equipment before establishing this service. The customer will receive technical training on each application employed.

Workload for this service is measured and billed on a volume basis.

**Relationship to Closely Aligned Services**

If the customer is in Headquarters, then HQ Dial-tone and Voice Mail (YA) are required before implementing Voice Processing Applications





## VIDEO CONFERENCING INFRASTRUCTURE SERVICES

### *Providing Support for Video Conferencing Infrastructure EPA-wide*

The Video Conferencing Infrastructure (VTCI) is an annual service that provides enterprise support and resources shared EPA-wide that are required to operate, manage, and monitor video conferencing (VTC) systems and their connectivity. This service provides the cost-effective and standards-based video conferencing infrastructure required to support real-time visual meeting services using video over the Agency's network, and requiring simultaneous audio (telecommunications) and video conferencing communication media for productive and cost effective meetings (*note: Video Conferencing services are provided by WCF under NB*). Multiple backend system components are administered by the VTCI to enhance the overall video conferencing service for customers within EPA, and provide seamless functions needed for video conferencing, reduce redundancy EPA-wide, and share related informational technology resources. Key VTCI components available to the VTCI customers include:<sup>1</sup>

- **System Management by the Tandberg Management Suite (TMS):** Deploys dynamic online directory of users, easy remote management, and online support. This Enterprise management console has a server based management and scheduling application that provides near real-time dialing directory, system monitoring via SNMP protocol, configuration management and backup, trouble-ticketing service, software upgrades, and web based scheduling
- **Registration by the Enterprise Gatekeeper (EGK) service:** Provides the management of bandwidth usage and allows seamless connections among VTC units inside the internal EPA network. It is a single Tandberg Gatekeeper, and provides compliance to the H.323 Registration, Admission, and Status (RAS) requirements for all the Internet Protocol (IP) connected VTC end-ports within the EPA network. The EGK is an appliance based device that is monitored by TMS
- **Access to the IP/ISDN Gateway (EGW) service:** Enables the connection between Integrated Digital Network (ISDN) -based and Internet Protocol (IP) -based VTC units. This single Tandberg Gateway is equipped with two Integrated Digital Network (ISDN) PRI circuits, which handles multiple simultaneous transmissions, and a 100 Meg Internet Protocol (IP) connection to enable Internet Protocol (IP) and Integrated Digital Network (ISDN) conversation and connectivity. The EGW is an appliance based device monitored by TMS
- **Access to the Public Gatekeeper and Border Controller:** Provides firewall traversal solutions for

external customers within tightly controlled public exposure firewall rules. These two Tandberg appliances are strategically located inside EPA, and provide RAS services to Internet Protocol (IP) connected units outside the EPA enterprise network to facilitate IP VTC connectivity to non-EPA enterprises and EPA extranet devices

Overall, the Video Conference Infrastructure (VTCI) support provides improved reliability and easier utilization of the video conferencing services to customers EPA-wide. The Enterprise-wide IP-VTC traffic monitoring and control prevents IP-VTC traffic from degrading the EPA data network. VTC systems with IP only connectivity are typically less expensive to buy and eliminate the monthly recurring cost of ISDN lines. With the VTCI service, these IP only connected VTC systems can utilize the IP/ISDN Gateway connectivity. Access to the EPA VTC Help Desk further provides technical assistance and support to the VTCI customers. The VTCI costs are established rates per VTC system, regardless of the connectivity type (ISDN only, IP only, or Dual IP-ISDN), and includes all infrastructure support and operational costs. Lastly, the service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. These costs also include EPA management, utilities, and space rental.

### Business Terms and Conditions

This category establishes, for both the customer and service provider, a shared understanding of the Business Terms and Conditions.

### Ordering the Service

- **WCF eBusiness Order:** Customers must place an order for VTCI service through the WCF eBusiness Registration System catalog, Video Conferencing Infrastructure service (NT)

Service Manager	Service Code	Orderable Unit	FY10 Rate
John G. Horton 919-541-3483	NT	Monthly Subscription	\$49.14

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

- **WCF Registration ID:** A valid WCF Service Account must be in place for each NT order before work commences. VTCI orders are assigned a WCF Registration ID before work commences and is used to track and monitor progress and billable costs

- **WCF Business Requirements:** The customer needs to identify the type of VTC unit(s), location, and Program Office's VSA (Video Systems Administrator)

#### Canceling Accounts

Account Manager will submit request through the eBusiness system to cancel the NT order. The Service Manager will cancel the order in eBusiness accordingly.

#### Transferring Accounts

Account Manager will submit request to transfer financial link from current account to the new account through the eBusiness system. The receiving Account Manager must accept the transfer to the new Account, and verify the new Account information for billing.

#### Performance Standards

##### **Detailed Service Expectations**

**.Point of Contact:** The customer will be validated as a designated **Video Teleconference Point of Contact (VTPOC)** from the list provided by their Program Office WCF Coordinator or Service Account Originator.

##### **Quality Expectations**

- Agency customer service standards will be followed as a part of service implementation
- Agency videoconferencing standards will be followed as a part of service implementation
- All products and technical support provided shall meet requirements for accessibility specified under Section 508 of the Rehabilitation Act, as well as EPA IT standards and current security guidelines

#### Technical Manager

##### Technical Manager

Richard Perez 202-566-1168

#### Technical Terms and Conditions

The quality of a video conference primarily depends on the characteristics of the circuit between the conferencing sites. When a conversation includes a site off-campus, then bandwidth and type of connection between campus and the other site must be considered.

- **VTC: Video Conferencing using simultaneous audio and video services**
- **VTCI:** Video Conferencing Infrastructure
- **IP VTC:** Uses Data Network, where communications use the Internet to carry voice, digital network services, and video
- **ISDN VTC:** Uses Telephone Network
- **PTP:** (Point to Point) VTC call involving two units, where communications use a single wire or optical fiber to carry voice, digital network services, and video
- **Multipoint Conferencing Units (MCUs):** handles the traffic flow in multi-point video conferences, and typically include gateway capabilities to bridge three or more ISDN and IP units / sites together in a conference
- **ISDN: TCP/IP or just IP:**

#### Relationship to Closely Aligned Services

Other closely aligned WCF services may be required before deploying Video Teleconferencing Services, and include:

Video Conferencing Service (NB)  
HQ Special Projects (TC)  
HQ Dial-tone and Voice Mail (YA)  
Long Distance Telecommunications (LD)  
Shared Services (WH)



## ACQUISITION SERVICES

*Enabling Customers to Purchase Agency-Standard Technology*

The Information Technology (IT) Acquisition Services provide assistance in obtaining Agency standard IT components, including personal computers, specific software, and system support devices. A variety of procurement vehicles, including GSA schedules, Government-Wide Acquisition Contracts (GWAC), and customized EPA-specific contracts are used to provide this service.<sup>1</sup>

The procurement specialists with the Acquisition Service provide consultation and advice, and assist in the development and selection of an acquisition strategy that is appropriate for the procurement. Specific functions of this service include:

- Leveraging OEI's partnership with the Office of Acquisition Management (OAM) to develop the most effective contracting strategy and completion of the procurement package for Dell hardware and software and/or GTSI specialty computer items
- Providing access to EPA's Interagency Agreement with the General Services Administration to acquire services
- Assisting with the development of a complete procurement package and supporting documentation associated with the purchase of personal computers (PCs) that are configured with appropriate hardware, software, and peripherals

- Assisting in ordering and ensuring the delivery of Dell hardware and software and/or GTSI specialty computer items
- Supporting and assisting with EPA's accounting and property records to reflect ultimate possession

The service also includes the management, implementation, and oversight of the contractual operations needed to deliver these services.

The costs associated with this service also include EPA management, utilities, and space rental.

**Business Terms and Conditions**

After a Service Agreement with funding has been established, a Requirements Statement which defines the type and quantity of IT item(s) to be purchased must be completed.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Nettie Reeves 919-541-2117	PC	Cost Plus Fixed Fee	102.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



Performance Standards

**Quality Expectations**

Agency standards, including statutory requirements, regulations, policies, and guidelines will be followed as a part of service implementation.

Technical Manager

**Technical Manager**

Nettie Reeves 919-541-2117

**Technical Terms and Conditions**

Purchasing options available through EPA's existing Blanket Purchase Agreements or other vehicles will be explored to facilitate the acquisition process.

This service is not intended for acquisition of capital equipment, i.e., equipment costing more than \$25,000. The \$25,000 threshold for capital equipment is per individual item (e.g., computer). The total for an order for an individual item submitted to this service may not exceed \$25,000.

**Relationship to Closely Aligned Services**

N/A



## ENTERPRISE SERVER (MAINFRAME) PROCESSING

### *Providing Large-Scale Data Processing*

The Enterprise Server (Mainframe) Processing Service uses an IBM mainframe to support large-scale data processing. A vital technology resource, the Mainframe assists over 4,200 registered Agency users.<sup>1</sup>

Specific functions associated with this Service include:

- Managing an operations staff to ensure that the Mainframe is operational for at least 99 percent of its scheduled hours of operation.

Activities include:

- Deploying IBM utilities and an extensive selection of third party software products necessary to support processing
- Assessing and providing CPU capacity for faster processing speeds for mathematical and business computation and data manipulation
- Managing input/output capacity and the movement of data between disk storage and tape drive storage devices
- Performing routine data backup and restoration

- Delivering technical support for managers and developers
- Managing, implementing, and overseeing the contractual operations needed to deliver this Service

The costs associated with this Service also include EPA management, utilities, and space rental.

### **Business Terms and Conditions**

A Service Agreement must be established before work commences.

WCF policy states that existing users of this service must provide a cost benefit analysis before migrating to another source for this service.

### **Process Details**

A Requirements Statement detailing specific requirements related to the support need must be submitted.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Robert McCrackan 919-541-5681	Q1	Negotiated Rate Service	

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

Performance Standards

**Detailed Service Expectations**

- The Mainframe processing environment is operated 24 hours a day, seven days a week
- Technical support for system and application software is available during business hours
- Request for new applications or changes to existing resource requirements must be in writing. Response to requests will occur within 30 days of receipt

**Deployment Timeframes**

A deployment timeframe will be conveyed based upon the written requirements for new or existing applications.

**Quality Expectations**

Agency Information Technology (IT) standards including statutory requirements, regulations, policies, and guidelines will be followed as part of the service implementation.

**Continuity of Service**

- Mainframe operations in the NCC occur 24 hours a day, seven days a week. Exceptions to this schedule may occur for maintenance during the hours of 8:00 pm Sunday through 6:00 am Monday or when an unscheduled outage occurs.
- The EPA Call Center is available from 6:00 a.m. to 9:00 p.m. ET, Monday through Friday
- News alerts and memos on scheduled outages will be provided

Technical Manager

**Technical Manager**

Robert McCrackan 919-541-5681

**Relationship to Closely Aligned Services**

The Enterprise Server (Mainframe) Printing Service (Working Capital Fund (WCF) Service Code QE) and the Enterprise Server (Mainframe) Storage Service (WCF Service Codes QF, QG, and QH) are closely related to the Enterprise (Mainframe) Server Processing Service.



## ENTERPRISE SERVER (MAINFRAME)      QE PRINTING

### *Providing Access to High-Quality, Speedy Printing from the Enterprise Server*

The Enterprise Server (Mainframe) Printing Service provides access to several high-speed printers in the National Computer Center (NCC). These printers produce high-quality documents in multiple formats.<sup>1</sup>

Specific functions associated with this service include:

- Deploying hardware and maintaining the printers at the NCC
- Providing consulting services to help users reduce the amount of printing
- Managing printed output to ensure that the proper owner receives the printout
- Arranging courier services for quick delivery of printouts to the appropriate office Providing training and general communications on any changes and improvements
- Providing technical support and consultation on graphics and layout
- Managing, implementing, and overseeing of the contractual operations needed to deliver this Service

The costs associated with this Service also include EPA management, utilities, and space rental.

### **Business Terms and Conditions**

A Service Agreement must be established before work commences. WCF policy states that existing users of this service must provide a cost benefit analysis before migrating to another source for this service.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Robert McCrackan 919-541-5681	QE	Page	\$0.29

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

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Performance Standards

**Detailed Service Expectations**

- The EPA Call Center will document printing problems

**Deployment Timeframes**

- All Mainframe printing will be processed within 3 hours of receipt. Printouts will be made available for distribution by the next courier or mail pickup cycle

**Quality Expectations**

- All deliverables produced will meet existing printing quality guidelines

**Continuity of Service**

- Mainframe operations in the NCC occur 24 hours a day, seven days a week. Exceptions to this schedule may occur for maintenance during the hours of 8:00 pm Sunday through 6:00 am Monday or when an unscheduled outage occurs
- The EPA Call Center is available from 6:00 a.m. to 9:00 p.m. ET, Monday through Friday

Technical Manager

**Technical Manager**

Robert McCrackan 919-541-5681

Technical Terms and Conditions

Standard printer paper will be used unless custom paper is supplied.

**Relationship to Closely Aligned Services**

Users must subscribe to the Enterprise Server (Mainframe) Processing Service (Working Capital Fund (WCF) Service Code Q1) before deploying the Enterprise (Mainframe) Server Printing Service.



# ENTERPRISE SERVER (MAINFRAME) DATA STORAGE

QF-QG-QH

## *Providing Reliable Disk and Tape Storage*

The Enterprise Server (Mainframe) Storage Service provides state-of-the-art disk and tape storage ensuring that critical data is not lost. The Mainframe Storage Service provides the following data storage options.<sup>1</sup>

- Data stored in a high-speed disk storage location on the Mainframe is available through the Data Storage-Primary Service (Working Capital Fund (WCF) Service Code QF)
- Data stored in a disk archive at a lower cost is available through the Archived Data Storage Service (WCF Service Code QG)
- Data storage on tape cartridges offers a lower cost alternative to disk storage and is available through Standard Tape Storage Service (WCF Service Code QH). Tape cartridges received from sources other than the National Computer Center (NCC) (foreign tapes) may also be stored under this service

Specific functions associated with this Service include:

- Deploying hardware, supporting the IBM z/OS operating system, maintaining storage devices, and forecasting storage resource requirements at the NCC

- Using backup and recovery technologies and intrusion detection features and processes to prevent the loss or damage of data resulting from equipment failures or power outages
- Designing transaction records that allow for more efficient data Recovery
- Providing consulting services to help users identify storage needs
- Implementing training and communications materials to keep users informed of any changes and improvements to the data storage
- Managing, implementing, and overseeing of the contractual operations needed to deliver this service

The costs associated with this service include overhead for EPA management, utilities, and space rental.

### **Business Terms and Conditions**

After a Service Agreement with funding has been established, a Requirements Statement detailing specific requirements related to the level of support must be completed.

WCF policy states that existing users of this service must provide a cost benefit analysis before migrating to another source for this service.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Robert McCrackan 919-541-5681	QF	Gigabyte/Day	\$1.50
	QG	Gigabyte/Day	\$0.05
	QH	Tape/Day	\$1.17

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

Performance Standards

**Deployment Timeframes**

Changes to storage requirements will be accommodated based on written notification by users and availability of resources within an agreed upon timeframe.

**Quality Expectations**

Operational Directives, Agency Security guidelines, and Agency Information Technology (IT) guidelines will be followed as a part of service implementation.

**Continuity of Service**

- Mainframe operations in the NCC occur 24 hours a day, seven days a week. Exceptions to this schedule may occur for during the hours of 8:00 pm Sunday through 6:00 am Monday or when an unscheduled outage occurs
- The EPA Call Center is available from 6:00 a.m. to 9:00 p.m. ET, Monday through Friday
- System administrator support is detailed in each individual project plan and is based on user requirements

Technical Manager

**Technical Manager**

Robert McCrackan 919-541-5681

Technical Terms and Conditions

- Clients are responsible for tracking data retention
- Before accessing data on archived disks, a request to move the data to primary disk space must be made

**Relationship to Closely Aligned Services**

Users must subscribe to the Enterprise Server (Mainframe) Processing Service (Working Capital Fund (WCF) Service Code Q1) before deploying the Enterprise (Mainframe) Server Storage Service.



## HIGH PERFORMANCE COMPUTING

*Providing Computing Support for EPA's Specialized Needs in Science and Environmental Research*

The High Performance Computing Service (Service SC) provides EPA's scientific and environmental research community access to several specialized computing technologies and services. Technologies include high performance computing, scientific data visualization, collaborative computing and resource sharing. The National Computer Center (NCC) operates, maintains and manages the technical infrastructure associated with these technologies. Services include technical consultation and support to enable scientists and researchers to make effective use of these technologies, facilitating access to remote online information resources, and publishing or disseminating scientific information. The technology and associated services available through Service SC enable scientists and researchers to use leading-edge computer technology to address complex issues and simulate a variety of environmental and human health events.<sup>1</sup>

Specific functions associated with Service SC include:

- Providing access to high performance computers and technical consultation for *in silico* research projects;
- Partnering in the migration to high performance computing (code porting from vector to parallel architectures and code optimization);
- Managing the secure storage of large volumes (petabyte-scale) of high-performance computing data generated;
- Facilitating scientific information access through the Special Security Zone (SSZ) for Science and the Science FTP Server;
- Resource sharing and collaboration;
- Planning and policy development related to high-performance computing issues, such as resource allocations and data management;
- Creating user documentation and providing technical support and user training;
- Supporting the creation of annual reports and facilitating meetings; and
- Managing, implementing, and overseeing contractual requirements needed to deliver this service

The costs associated with this service also include EPA management.

**Note:** The scope of Service SC has been reduced effective FY 2008. Scientific modeling and visualization services, including developing, optimizing, and testing high-end applications and models, parallel programming support, and development of visualization applications and products, which were earlier a part of Service SC, have now been moved to Service TZ (Technical Consulting). Also moved from SC to TZ is compute and data grid support.

### Business Terms and Conditions

A Service Agreement must be established before work commences.

Current users of Service SC include EPA's Office of Research and Development (ORD) and EPA's Office of Air and Radiation (OAR). This service is also available to other EPA Program and Regional Offices.

WCF policy states that existing users of this service must provide a cost benefit analysis before migrating to another source for this service.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Ravi Nair 919-541-5467	SC	Monthly Subscription	\$533,166.00

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



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Performance Standards

**Detailed Service Expectations**

- A response to all inquiries for this service will be sent within 48 hours
- Once all required application information is provided, the review process will begin within three business days
- A project plan will be provided within thirty business days

**Deployment Timeframes**

A project start date will be provided in the project plan.

**Quality Expectations**

Agency Information Technology (IT) standards, including statutory requirements, regulations, policies, and guidelines will be followed as a part of the service implementation.

**Continuity of Service**

- High performance computing services will be available 24 hours a day, seven days a week, except for time periods notified for preventive maintenance.

Technical Manager

Technical Manager	
Ravi Nair	919-541-5467

Technical Terms and Conditions

The Office of Research and Development (ORD) allocates high performance computing resources to its users through a formal application and peer-review process.

**Relationship to Closely Aligned Services**

Additional support beyond the High Performance Computing Service described above can be obtained through the Technical Consulting Services, Service Code TZ. (See Note above for a listing of these additional areas of support).



## EXPERTISE & RESOURCES TO SUPPORT SPECIAL PROJECTS

### *Supporting Special Project Requirements for Headquarters Customers and On-Site Field Tele-*

Customers of Headquarters & Regional Special Projects receive the expertise and resources required to support projects not included in other Working Capital Fund services. Examples of such services include, but are not limited to:<sup>1</sup>

Expert Consultation to help define special needs or requirements, and to recommend **technical solutions**.

- Information Technology Solutions & Integration
- Infrastructure Cable and Wiring
- PC Configuration/Backup or Server Backup
- Specialized Development & Application Services (Hdqtrs offices)
- Collaborative IT Conference Room Support
- Program Office Support

Expert Consultation to help define and **integrate technology** for Special Infrastructure, Voice and Data Services services.

- DSL Internet Support
- Homeland Secure Data Network
- YD Off Premises
- On-Site Field Telecommunications (EPA Regions and Laboratories)
- Electronic Systems

Expert Consultation to help define “**Specialty Services**”

- IT Equipment Moves & Rentals
- IT Training Specialized Training and Classroom Scheduling
- PC Networking

The costs associated with this service also include EPA management, utilities, and space rental.

### Business Terms and Conditions

**Ordering the Service:** Customers use eBusiness to order this service. Customers must make sure a funded Service Agreement is in place before work commences and have a Requirements Statement in place to clarify the scope of work.

For further information on each stage, contact the Service Manager.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Karen Phillips 202-566-1878	TC	Cost Plus Fixed Fee	108.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

## Performance Standards

### **Detailed Service Expectations**

- The Service Manager and the technical specialist will help the customer explore all options to prevent any unmet expectations
- The Service Manager will help resolve customer concerns and clarify contractual expectations defined by the Requirements Statement as needed
- The Technical Point of Contact (TPOC) along with the Technical Manager will provide project technical direction ensuring compliance with the Work Plan, including deliverables, schedules, and costs for all contractual support on behalf of the customer.
- The Service Manager and the Technical Manager will monitor work progress, customer satisfaction, problem resolution, work completion, and account billing
- Customers will receive routine or detailed reports as defined by the approved project requirements

### **Deployment Timeframes**

Based on the customer's requirements, a project start date will be provided in the Project Technical Work Plan. Service will begin by the date agreed to by both the customer and the WCF Service Manager.

### **Quality Expectations**

- Deployment times for a service will vary according to the approved and funded requirements statement
- All products produced and technical support provided shall meet all requirements for accessibility specified under Section 508 of the Rehabilitation Act, as well as EPA IT standards and current security guidelines
- Call Center responses are expected to be within one business day; solutions to customer problems are expected to be provided within two business days.
- Agency standards, including statutory requirements, regulations, policies, and guidelines will be followed as a part of service implementation

## Technical Manager

### Technical Managers

Karen Swann	202-566-2003	ITS-EPA2
Gerogia Jackson	202-566-2008	ITS-ACT

### **Continuity of Service**

Partnerships between the customer, Service Manager, Technical Point of Contact, and Technical Manager ensure continuity of service.

## Technical Terms and Conditions

Customers must ensure that a funded Service Agreement is in place for the project before work commences.

The customer must have a Technical Point of Contact (TPOC), who will lead all aspects of the service ordering process, and act as a liaison between the Service Manager, Technical Manager, and customer. This Project POC will provide technical clarification and regular feedback to the Service Manager and Technical Manager as needed throughout the project. The Requirements Statement must define technical specifications relevant to each service project.

### **Relationship to Closely Aligned Services**

Prerequisites to purchase HQ Support Projects will vary according to the service needed. We will provide all prerequisites and technical details on a case-by-case basis to the TPOC.



## HQ CABLE AND SATELLITE TV

*Providing EPA Customers with Cable Antenna Television (CATV) Support*

The Working Capital Fund CATV Service provides EPA customers with Cable Antenna Television (CATV) support for desktop and TV access. CATV subscriptions are further procured for each HQ building to ensure service 24 hours a day, 365 days a year to WCF customers. The following 12 channels are available for TV viewing via the CATV programming subscriptions:<sup>1</sup>

- **CNBC**
- **CNN**
- **NBC-DC**
- **Fox-DC**
- **C-SPAN 2 (Senate)**
- **ABC-DC**
- **C-SPAN (House)**
- **CBS-DC**
- **BLOOMBERG**
- **CNBC-WORLD**
- **Headline News**
- **The Weather Channel**

Technical IT support includes a centralized management of the CATV service. This includes the full life-cycle management, administration, and technical support required to ensure signal availability as well as continuity of customer desktop and TV access to CATV subscriptions.

Management of the EPA HQ CATV connections and subscriptions include maintaining an electronic inventory to track Program Office utilization of the service by end user names, phone numbers, and HQ location (building, floor, and room / cubicle / closet).

The service also includes the management, implementation, and oversight of the contractual operations needed to deliver these services.

The costs associated with this service also include EPA management, utilities, and space rental.

**Business Terms and Conditions**

Ordering the CATV Service is performed by a WCF Customer who is authorized to use the WCF Registration System, eBusiness. The eBusiness system is located on the EPA Intranet, and is the tool used by the Service Manager to validate funding and requirement criteria for the CATV service orders. Electronic notification of an order is forwarded from eBusiness to the WCF Service Manager and the technical managers. Other planning documents may be required from the customer (consult the Service Manager for details).

Monthly billing of the CATV Service is based upon the WCF inventory of customer connections and subscriptions. Customers may incur additional charges for planning installation and consultation support. For further information, contact the Service Manager.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Deborah Seal 202-566-1776	TV	Unit	\$22.89

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

## Performance Standards

### **Detailed Service Expectations**

CATV Service expectations are negotiated by the WCF management with appropriate support contractors and service providers.

### **Deployment Timeframes**

- Based on the customer's requirements, a project start date will be within five (5) business days from confirmation of an approved WCF order
- Service will begin by the date agreed upon between the customer and the WCF Service Manager

### **Quality Expectations**

All products and technical support provided under the WCF CATV Service shall meet the requirements for accessibility specified under Section 508 of the Rehabilitation Act, as well as EPA IT standards and current security guidelines.

### **Continuity of Service**

CATV service will be available 24 hours a day, 365 days a year.

## Technical Manager

### Technical Manager

Stephen Casey 202-564-5712

## Technical Terms and Conditions

This section describes those things that will be expected of the customer prior to implementing the service.

- **Communications:** Customers will provide the name, telephone number, and location details for each CATV connection order
- **Personal Services:** Sponsors cannot manage, direct, or supervise on-site contractor staff. Sponsor cannot engage in or give the appearance of requesting personal services from the contractor staff
- **Corporate Infrastructure:** Program Offices are to provide the corporate infrastructure as needed to perform the CATV Service, such as office space
- **Alternative EPA Employee Work Site:** The WCF CATV service does not include off-site EPA locations
- **The WCF Service Manager:** Provides the WCF service management and coordinates the oversight of the contractual operations obtained to deliver the supporting CATV services and subscriptions
- **Program Office Point of Contact:** Each subscribing Program Office must designate an EPA employee from their office to serve as their point of contact. This CATV Point of Contact will help to coordinate CATV activities for the subscribing Program Office, and verify the respective monthly inventory of connections

## Relationship to Closely Aligned Services

Service TC (HQ Support Projects) may be required for planning, installation, and consultation support.



## TECHNICAL CONSULTING SERVICES

TZ

### *Providing Various Technical Services to Meet Customers' Special Needs*

Technical Consulting Services assist in developing solutions for a variety of client information needs. Clients are teamed up with OTOP staff that has Agency knowledge and information technology (IT) expertise. This collaborative approach enables the creation and delivery of innovative and cost-effective solutions that meet client-specific project goals.<sup>1</sup>

Specific functions of this service vary widely, to include:

- Technical consulting
- Web development support that provides full life cycle support for Internet and Intranet web pages and applications
- Database support including design, security, data conversion, testing, deployment, enhancements, monitoring, performance tuning, and problem resolution
- Geographical Information Systems (GIS) support for special projects and for developing and deploying GIS applications
- Document management and imaging support in EPA's Enterprise Content Management System (ECMS)
- Network connectivity support for data and telecommunication engineering activities
- Security support that comprehensively addresses needs and concerns about platform security, data integrity, policy compliance, and operational security procedures
- Scientific modeling and visualization services, to include developing, optimizing, and testing high-end applications and models, parallel programming support, and development of visualization applications and products
- Resource sharing and collaboration through the use of compute and data grids
- General consulting

- Requirements analysis, pilot and proof-of-concept projects, data analysis, and research on new and evolving technologies
- Conference support for Agency IT conferences
- Application Support to cover needs beyond the support hours provided by WCF service XS (Web Application Support Services)

This service also includes the management, implementation and oversight of the contractual requirements needed to deliver this Service.

The costs associated with this Service also include EPA management, utilities and space rental.

### **Business Terms and Conditions**

After receiving a Statement of Work (SOW) from the client, OTOP will return a cost estimate. If the client wishes to proceed with the work defined, funding may need to be added to the client's WCF account to cover the costs; the client's WCF Account Manager can assist in this process, if needed.

Service Manager	Service Code	Orderable Unit	FY10 Rate
DeShelia Hall 919-541-4669	TZ	Cost Plus Fixed Fee	108.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

Performance Standards

**Detailed Service Expectations**

- A Technical Monitor (TMON) will be assigned to coordinate the delivery of the Technical Consulting Services
- Within five business days of receipt of an SOW from the client, the TMON will begin to develop a project plan and cost estimate
- Usually within ten business days of consultation, depending on the project scope and complexity, the TMON will provide a project plan and cost estimate
- Monthly status project reports detailing work performed and costs will be provided
- More frequent project reports are available upon request. The costs of preparing and presenting these reports will be billed to the project

**Quality Expectations**

- Technical Consulting Services will provide prompt delivery of technologically feasible and appropriate solutions
- Technical Consulting Services apply project management principles and concepts to all projects
- Project reports with the appropriate levels of technical content will be provided

Technical Manager

**Technical Manager**

DeShelia Hall 919-541-4669

Technical Terms and Conditions

Federal and agency IT standards, including statutory requirements, regulations, policies, and guidelines, will be adhered to as a part of the service implementation.

**Relationship to Closely Aligned Services**

A number of Working Capital Fund (WCF) Services are related to the Technical Consulting Services (WCF Service Code TZ). Although frequently used to provide additional or specialized support to a number of WCF Services, Technical Consulting Services also provide clients with the flexibility to use various contract vehicles to undertake work that cannot be accomplished under other WCF Services.



## APPLICATION HOSTING: ACCOUNT/USER MANAGEMENT

U3

### *Managing Access to EPA's Web Servers*

The User Account Registration Service manages access to EPA Web servers. All Program Offices and Regions with a Web site on EPA's Internet (public access) and/or Intranet servers receive support through this service.<sup>1</sup>

Specific functions associated with this Service include:

- Managing user accounts on EPA's Web servers
- Maintaining data within the Time Sharing Services Management System (TSSMS)

Managing, implementing, and overseeing the contractual requirements needed to deliver this service.

The costs also include EPA management, utilities, and space rental.

### **Business Terms and Conditions**

All new and existing Web sites require an annual renewal of subscription to the User Account Registration Service.

To order this service, please see your ADP Coordinator.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Rebecca Astin Morganelli 919-541-3074	U3	Account User/Month	\$15.03

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



Performance Standards

**Continuity of Service**

The User Account Registration Service is available from 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, except on federal holidays.

Technical Manager

**Technical Manager**

Rebecca Astin 919-541-3074  
Morganelli

**Technical Terms and Conditions**

This service is billed monthly on a per user per Web account basis. TSSMS accounts with no users will be charged one user per month.

**Relationship to Closely Aligned Services**

All Web sites and applications that subscribe to WCF Service Code U3 must subscribe to the Application Hosting: Basic Disk Storage Service (Working Capital Fund (WCF) Service Code UC). Web-enabled applications residing in the National Computer Center must subscribe to the Application Hosting: Web Application Support Service (WCF Service Code XS) and Application Hosting: Web Hosting Service (WCF Service Code UH).



## DISTRIBUTED SYSTEMS SUPPORT SERVICES

### *Providing Support for EPA's Distributed Systems*

The Distributed Systems Support Services provide support to system administrators that use, operate, and/or manage UNIX, LINUX, and Microsoft Windows Operating Systems (OS). This mandatory Service supports configuration requirements for all EPA network attached resources such as servers and workstations<sup>1</sup> attached directly or indirectly to EPA's Wide Area Network (WAN). The Distributed Systems Support Services directly supports EPA's Federal Information Security Management Act (FISMA) compliance efforts for information security.<sup>1</sup>

The Distributed Systems Support Services focus on developing standard configuration documents (SCD), maintaining a vulnerability assessment, and remediation and reporting tools needed to meet the Office of Management and Budget (OMB) and other congressionally mandated requirements.<sup>2</sup>

Specific functions of this Service include:

- Developing and maintaining SCDs for the Agency on all approved OS versions<sup>3</sup>
- Testing new server OS versions and patches for WAN compatibility
- Testing and supporting Anti-Virus software updates
- Providing Level III technical support to qualified system administrators to resolve OS configuration problems
- Facilitating monthly teleconferences and maintaining a listserv to share knowledge and problem-solving approaches

- Using the Vulnerability Management Managed Service (VMMS) to discover assets connected to the WAN, make available list of servers/appliance/systems found to be connected to the WAN; perform continuous vulnerability scanning and reporting for all attached servers; provide automated tool for managing remediation activities; develop management dashboard level vulnerability scoring protocol
- Managing, implementing, and overseeing the contractual requirements needed to deliver these services

The service cost also includes EPA management, utilities, and space rental costs.

### Business Terms and Conditions

After a Service Agreement with funding has been established, any changes to the required level of support can be made within 30 days by written notification to the Service Manager.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Teresa Ward 919-541-2961	U9	Device/ Month	\$132.65

<sup>1</sup> Systems configured as a server but used for analytical or specific non-server activities

<sup>2</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions are subject to the terms in this document

<sup>3</sup> EPA is incorporating Center for Internet Security (CIS) standards into all EPA SCDs

Performance Standards

**Detailed Service Expectations**

- Current copies of SCDs and Technical Operating Procedures and Standards are maintained on the Office of Technology Operations and Planning's Intranet
- The results of applicable new technology assessments, pilot testing, and the Office of Technology Operations and Planning research is made available within one week of each study's acceptance for distribution

**Quality Expectations**

- Calls to the EPA Call Center will be returned within one business day
- Agency Information Technology (IT) standards, including statutory requirements, regulations, policies, and guidelines will be followed as a part of the service implementation

Technical Manager

**Technical Manager**

Teresa Ward 919-541-2961

**Technical Terms and Conditions**

All EPA clients with servers and workstations attached to the WAN will be billed for each attachment on a monthly subscription rate. The client is responsible for updating their inventory of attachments to ensure proper billing.

Technical specifications related to this service include:

- Specific support covers EPA approved UNIX, LINUX, and Microsoft OSs only
- Office of Technology Operations and Planning technical directives related to this service are provided in the Subcategory Document Number, General 600.00 series

**Relationship to Closely Aligned Services**

For specialized technical support, order additional support under Technical Consulting Services, Service Code TZ.



## APPLICATION HOSTING: DISK STORAGE

### *Providing Data Storage for Hosted Applications*

EPA's National Computer Center (NCC) provides an ideal shared or dedicated hosting environment - leveraging the facility, network, bandwidth, power, reliability, redundancy, security, and support resources associated with a state-of-the-art data center.<sup>1</sup>

The Application Hosting: High Performance Disk Storage Service provides on-line storage for applications hosted in the Application Hosting Service (UH) environment.

Specific functions of this service include:

- Assessing storage requirements and the most cost-effective approach to meeting storage requirements
- Ensuring that the infrastructure and processes are in place at the NCC to backup and recover stored data in the event of equipment failures and/or power outages
- Providing technical support
- Backup routine consists of nightly incremental and weekly full backup to an off-site facility
- Provides for 90-day retention of backup data
- File and system recovery services upon customer request
- Direct system and data backup capability to disaster recovery site for subscribers of Disaster Recovery Services: WCF Service CA

The costs associated with this Service also include EPA management, utilities, and space rental.

#### Business Terms and Conditions

After a Service Agreement has been established, the client and the Service Manager will work together to refine the scope of work, delivery dates, and cost expectations.

The Disk Space Request Form can be accessed at: <http://yosemite.epa.gov/OEI/webguide.nsf/spacerequest/>

Any changes to the required level of support can be made within 30 days of written notification to the Service Manager.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Brett Graham 919-541-0581	UC	Gigabytes/ Month	\$7.97

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

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Performance Standards

**Detailed Service Expectations**

The Service Manager will resolve any storage problems and will notify the customer of the status.

**Deployment Timeframes**

Changes to storage requirements will be accommodated based on written notification and availability of resources within an agreed upon timeframe.

**Quality Expectations**

Agency standards, including statutory requirements, regulatory policies, and guidelines will be followed as part of the service implementation.

**Continuity of Service**

Support is available through the EPA Call Center, Monday through Friday from 6:00 a.m. to 6:30 p.m.

Technical Manager

**Technical Manager**

Wayne Eason 919-541-3082

Technical Terms and Conditions

Storage is provided and billed in fixed allocations.

**Relationship to Closely Aligned Services**

The Application Hosting: Disk Storage Service (Service Code UC) must be purchased separately from the Application Hosting Services: Service Codes UH and U3 and CA.

Disaster Recovery Services, WCF Service Code CA, must be purchased separately.

For specialized technical support, order additional support under Technical Consulting Services, Service Code TZ.

## APPLICATION HOSTING SERVICE

### *Providing Application Hosting for EPA Information Systems*

EPA Application Hosting service allows clients to focus time and resources on information sharing and application use, rather than the day-to-day administration of servers, network components, storage, security, and monitoring. Through the Application Hosting service (UH), customers enjoy comprehensively managed shared and dedicated server hosting environments for small, intermediate and large mission-critical applications, encompassing a wide variety of technology platforms.

Specific benefits of this service include:

- Integration with storage and backup service provided through Application Hosting: Disk Storage Service, UC
- 24/7 outage response for production servers; 8am ET - 8pm ET M-F outage response for staging servers
- Operating system software, annual support licenses, upgrades and security patches
- Operating system backup and recovery
- Connection to the Agency's telecommunications infrastructure
- DNS redirects and aliases
- AAA Access (if necessary and requested)
- Firewall rule changes (if necessary and requested)
- Active Directory registration (if Windows server)
- Connection to SAN storage (if applicable)


This service includes the management, implementation, and oversight of the contractual operations needed to deliver these services. Technology platforms offered in a shared environment under this service include Cold Fusion, Oracle and Java application servers, Domino, GIS (ESRI) mapping servers, and Oracle databases.

The costs associated with this service also includes EPA management, utilities, and space rental.

### Business Terms and Conditions

Work will begin after completing both a Service Agreement and an Application Deployment Checklist (ADC) based on the guidance provided on the Application Deployment Process. The Application Deployment Process is used to evaluate and classify the application as large or intermediate.

All necessary forms and information are available on the Application Deployment Checklist (ADC) Web site and the Web Guide.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Brett Graham 919-541-0581	UH	Negotiated Rate Service	
See Attachment A 			

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

Performance Standards

**Detailed Service Expectations**

- 24/7 operations and monitoring, excluding scheduled maintenance periods.

**Deployment Timeframes**

- Application deployment milestones will be specified in the project plan
- Deployment time for complex applications undergoing development efforts in concert with the Application Deployment process typically take more time and may be highly dependent on the schedule of application development efforts

**Quality Expectations**

Agency Information Technology (IT) standards will be followed as a part of service implementation.

**Continuity of Service**

Scheduled maintenance occurs regularly after 8:00 p.m. ET on Sundays or between 6am and noon on Saturday for database maintenance

Technical Manager

**Technical Manager**

Wayne Eason 919-541-3082

**Technical Terms and Conditions**

Application Hosting environments may include:

- Hardware
- System software
- System Administration and Operations support

**Relationship to Closely Aligned Services**

The Application Hosting Service provides the management of shared server hosting environments.

All intermediate applications requiring disk storage must subscribe to the Application Hosting: Basic Disk Storage Service (UC).

Web-enabled applications for specific program offices residing in EPA's public access environment must subscribe to the Web Application Support Service (XS).

For specialized technical support, order additional support under the Technical Consulting Service (TZ).

For application and data recovery support, order Disaster Recovery Services under the WCF service (CA)

## HQ SHARED SERVICES

### *Managing Central Servers and Network Resources, and Providing Access to the EPA Network and the Internet*

Customers of Headquarters Shared Services receive use of centralized servers and network resources. These central servers and resources house all EPA standard applications, integrated e-mail, as well as data and applications storage. The service consists of the following elements:<sup>1</sup>

- Active Directory File & Print (Shared Servers)
- Centralized Network Operations
- E-mail and NT Support (Shared Servers)
- Centralized Data Management
- Warehouse and Inventory
- Information Security Systems

#### **Benefits:**

Shared servers and network resources reduce the cost to customers managing their own servers and networks and allow for improved network performance through consolidated servers, standard network configurations, and centralized management.

#### **Customers Receive:**

- Use of centralized servers
- Access to EPA's Intranet and Metropolitan Area Network. This network provides a high-speed communications infrastructure that connects all the buildings in the Washington, D.C. campus. (e.g., Ronald Reagan, Ariel Rios, etc.)
- Installation, maintenance and support for the operating system
- Troubleshooting for problems and technical support for the shared servers, network wiring and configuration support for all networked shared servers and devices
- Clustering to eliminate network downtime
- Management and future planning for server and disk space capacities

- Use of dedicated servers and associated software, including remote access servers used to reach the EPA network from offsite
- Access to the EPA mainframe
- Connecting, installing, wiring, and testing of all new hardware and telecommunication devices
- Administration and management of all changes made to the production environment through a Telecommunications Service Request (TSR) process and/or Change Management process
- Monitoring of all devices within the campus network
- Guarantee of service operation within EPA's technology infrastructure

The service also includes the management, implementation, and oversight of the contractual operations needed to deliver these services.

The costs associated with this service also include EPA management, utilities, and space rental.

This service is mandatory for all Headquarters customers.

#### **Business Terms and Conditions**

Service Manager	Service Code	Orderable Unit	FY10 Rate
Al Gallegos 202-566-1821	WH	Domino Directory Entries	\$144.00

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.



## Performance Standards

### **Detailed Service Expectations**

- Emerging technologies will be assessed as needed and hardware and software upgrades will be conducted as necessary
- The customer will receive daily data backup and restoration services as needed on all of the centralized servers
- Special telecommunications services (e.g., options for different network speeds, implementation of Agency-wide security requirements) will be assessed and provided within 45 days of initial request

### **Quality Expectations**

- Responses to customer problems will be received within one business day
- Agency standards, including statutory requirements, regulations, policies, and guidelines will be followed as a part of service implementation

### **Continuity of Service**

Service will be temporarily unavailable on scheduled weekends during any required system testing and maintenance.

## Technical Terms and Conditions

All Headquarters PCs with a connection to the EPA network must have this service. Program offices are responsible for maintenance of their PCs, printers, and NetWare administration. Customers of this service are required to have a certified LAN Administrator or System Administrator responsible for hardware, operating systems, and applications. All changes made to the EPA Network Environment must be processed through the TSR process and/or the Change Control process. All TSRs and Change Control requests must be approved by OTO. Workload for this service will be measured and billed on an inventory basis.

## Technical Manager

### Technical Manager(s)

Harriet Allen 202-566-8872	Active Directory
Ronald-D Coleman 202-564-8299	Centralized Data Management
Gloria Meriweather 202-566-0652	Centralized Network Operations
Nathaniel James 202-566-2454	Warehouse & Inventory
Bill Sabbagh 703-306-0428	Information Security System

Technical specifications related to the service include:

- Use of: Active Directory File and Print servers, Active Directory Applications servers, Lotus Notes e-mail server clusters, and Lotus Notes application servers
- Support for connecting, removing, and making changes to switches, routers, and hub-devices on the campus-wide communications backbone
- Use of special servers and the associated software that attach to the installation and maintenance of necessary network hardware
- Migration planning, implementation, and support services

## Relationship to Closely Aligned Services

Headquarters Satellite Services (WL) may be used to fulfill the LAN or System Administrator requirement.



## GEOSPATIAL SUPPORT SERVICES

### *Providing Technical and Analytical Support for the Agency's Geospatial Community*

The Geospatial Support Service assists clients with the integration and use of Environmental Systems Research Institute, Inc. (ESRI) software within the technical infrastructure components of EPA's Enterprise Architecture for program offices, regions, and laboratories. OTOP provides access to a team of skilled GIS personnel with extensive expertise with the ESRI software suite and EPA's technical infrastructure. Through this service, clients obtain assistance with load-ing, configuring, deploying, and tuning GIS tools and technologies that can be used to solve mission-critical problems on desktops and servers.<sup>1</sup>

In addition to the ESRI suite of GIS software, our support team has knowledge of and can support JAVA, ColdFusion, ORACLE, SQL Server, ENVI, MrSID, Windows 2000/2003, IIS, Tomcat, Xtools Pro, Google Earth, Virtual Earth, and NASA's WorldWind to facilitate their Geospatial Solutions.

Specific functions of this service include:

- Call in support to aid the Agency's geospatial analysts to solve technical problems, help with software installation and configuration problems, aid with tuning architecture, and assist in accessing specific data sources
- Planning and implementing spatial data management strategies for storing and retrieving large volumes of spatial data as well as planning for future infrastructure developments in direct support of the Agency's GIS analysts and managers
- Providing technical support including the development of standard configuration documents and guidelines for hardware and software; system evaluation; software installation support; advanced problem solving/troubleshooting; and beta testing new GIS software, future releases/upgrades
- Assisting in GIS application development, including integrating ESRI software with major databases and/or web-enabling GIS data and products
- Assisting sites in accessing national spatial datasets and/or other datasets of interest
- Providing support to the EPA Geospatial Information Officer (GIO), the GIS Work Group Steering Committee and other GIS committees, teams, and work-groups

- Providing analysis as requested and prioritized, of emerging technologies and documenting the results in white papers or presentations that support EPA's geospatial community
- Deploying and integrating ESRI software products within the existing EPA Enterprise Architecture
- Operating and maintaining the GIS Resources Web site and the GIS Listserv
- Managing, implementing, and overseeing the contractual operations needed to deliver this Service

The costs associated with this Service also include EPA management, utilities, and space rental.

For more information on the Geospatial Support Service and other GIS resources, see the RTP GIS website at: <http://intranet.epa.gov/rtpgis/>

**NOTE:** The Geospatial Support Service, Service Code XB, supports users of the ESRI software as outlined in the description above.

The ESRI software is obtained using the Geographic Tools - Enterprise License Service, Service Code EG. The Geographic Tools - Enterprise License Service focuses on assisting clients with obtaining and installing ESRI software products to users' desktops and servers in accordance with the EPA's Enterprise License Agreement (ELA).

### Business Terms and Conditions

A Service Agreement must be established before work commences. GIS subscriptions are a uniform, monthly rate, which is reset yearly based on the magnitude of GIS activities and the GIS software used.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Tim Richards 919-541-5307	XB	Monthly Subscription	\$817.00

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

## Performance Standards

**Deployment Timeframes**

- Based on requirements, a project start date will be provided in the project work plan
- For help desk calls, the GIS Team will respond within 24-48 hours (business days) and initiate problem resolution activities

**Quality Expectations**

All products produced under the Service Agreement will meet all GIS quality guidelines

**Continuity of Service**

Geospatial Support Services are available from 8:00 a.m. to 6:00 p.m. ET, Monday-Friday, except on Federal holidays

## Technical Manager

**Technical Manager**

Tim Richards 919-541-5307

## Technical Terms and Conditions

Technical specifications related to this Service include:

- Integration of Geospatial technologies into the EPA infrastructure
- Planning and testing of spatial data management strategies for storing and retrieving large volumes of data

**Relationship to Closely Aligned Services**

The Geospatial Support Service is used after obtaining an ESRI license and access to the ESRI software using the Geographic Tools - Enterprise License Service, Service Code EG. The Geographic Tools - Enterprise License Service focuses on assisting clients with obtaining and installing ESRI software products under EPA's Enterprise License Agreement (ELA).

Specialized support for the development of GIS applications and database consultation is provided through the Technical Consulting, Service Code TZ.

## LIST SERVICES

### *Electronically "Pushing" Information to Selected Groups of People*

List Services provide an easy and efficient way to push and exchange electronic information quickly to selected groups of people. This Service is especially appropriate for managing E-mail distribution lists and facilitating electronic and Web-based discussions.<sup>1</sup>

Specific functions of this Service include:

- Providing Discussion Groups option that allow two-way communication among members
- Providing Restricted Subscriptions to list owners that allows lists membership to be controlled - that is either open to the public or private
- Providing list owners with moderated lists, allowing the moderator to assist with directing discussion topics and facilitate efficient and productive discussions and decision-making.
- Supplying Message Digests options that allow members to receive a summary of list messages in order to avoid heavy E-mail traffic throughout the day on an active list
- Providing a Web interface capability that allows members the opportunity to review messages over the web, thus reducing the need to sift through many E-mails to review each comment. This allows members and list administrators to manage membership and change preferences.

Managing, implementing, and overseeing of the contractual requirements needed to deliver this Service.

The costs associated with this Service also includes EPA management, utilities, rent, and server space.

### Business Terms and Conditions

A Service Agreement must be in place before work commences. Billing begins in the month the list is established and continues each month until the list is cancelled.

### Process Details

- Contact your office WCF Service Coordinator to place the XL service order. Once the order is processed by the XL Service Manager, customer will receive e-mail notification from technical personnel requesting on-line submission form, and signed Rules of Behavior acceptance
- Technical personnel responsible for creating the list(s) will respond to the requestor within 48 hours of receiving the on-line form and Rules of Behavior certification

Service Manager	Service Code	Orderable Unit	FY10 Rate
Vicente Cusumano 919-541-0689	XL	Monthly Subscription	\$85.74

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

Performance Standards

**Detailed Service Expectations**

- The number of members per list and postings is not limited and this Service can be used to communicate with both internal (EPA) and external parties
- All lists implemented under the Service Agreement will meet all List Service quality guidelines
- All inquiries will be acknowledged within 48 hours

**Continuity of Service**

- List Services support is available from 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, except federal holidays
- Except for maintenance outages, List Services are available 24 hours a day, seven days a week

Technical Manager

**Technical Manager**

Vicente Cusumano 919-541-0689

**Relationship to Closely Aligned Services**

There are no closely aligned services.



XR

## WEB INFRASTRUCTURE SUPPORT SERVICES

### *Infrastructure Support Services to Maintain EPA's Static Internet and Intranet Environments*

The Web Infrastructure Support Services provide a wide variety of operational support to EPA's Internet (public access) and Intranet Web sites. This Service manages the hardware, software, and the technical support staff tasked with operating EPA's Internet and Intranet environment 24 hours a day, 7 days a week.<sup>1</sup>

Specific functions of this Service include:

- Ensuring sufficient capacity to support static content delivery and search functions for www.epa.gov
- Providing system administration of Internet and Intranet hardware and software
- Providing security for servers (e.g. firewall, intrusion detection, access control, access log analysis, and archive)
- Providing data administration, including allocation of data storage, routine backups and acquisition of additional storage as necessary
- Assessing on-going capacity and conducting usage analysis to predict and plan upgrades
- Developing standard scripts to provide routine monitoring and timed interval job execution

- Ensuring night/weekly backups of operating system configuration and data
- Fund a portion of the Internet librarians who organize and catalog information presented to the public
- Identifying and implementing search engine for EPA's Internet and Intranet Web sites

Managing, implementing, and overseeing the contractual requirements needed to deliver this Service.

#### Business Terms and Conditions

OEI pays for this Service.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Kevin Maxfield 202-566-1353	XR	Negotiated Rate Service	

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

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Performance Standards

***Deployment Timeframes***

Installation time for required new software or hardware will be determined by infrastructure requirements.

***Quality Expectations***

All products produced under the Service Agreement will meet all Web applications quality guidelines.

***Continuity of Service***

Web Infrastructure Support Services are available 24 hours a day, 7 days a week, except on federal holidays. Sunday nights are reserved for testing and maintenance

Technical Manager

**Technical Manager**

Kevin Maxfield 202-566-1353

Technical Terms and Conditions

Web infrastructure support will be obtained through OEI's annual subscription to this Service.

Relationship to Closely Aligned Services

Individual Web sites that reside on EPA's Internet, or public access Web infrastructure must subscribe to the User Account Management Service (Working Capital Fund (WCF) Service Code U3) and may need to subscribe to the Application Hosting: Disk Storage Service (WCF Service Code UC).

Web sites and Web-enabled applications residing in EPA's Internet or Intranet environment must subscribe individually to the Application Support Services (WCF Service Code XS). Web-enabled applications having a database component must also subscribe to the Application Hosting Service, (WCF Service Code UH).



XS

## WEB APPLICATION SUPPORT SERVICES

### *Providing Web Hosting Services for Applications*

The Application Support Services provide deployment support for applications that are deployed and hosted in the Web application environment at EPA's National Computer Center.

This service pertains to individual Program Office applications that reside on the Internet (Public Access), Intranet, and/or Extranet.<sup>1</sup>

Specific functions of this service include:

- Providing an initial consultation using the application deployment process and the Application Deployment Checklist (ADC) and one follow-up teleconference
- Providing and reviewing online applications, documentation, and Web sites related to the application deployment process and application platform
- Assisting with application compliance and conformance to EPA policies, Web Guide, and NCC procedures and standards
- Reviewing the Application Security Plan or Application Security Certification
- Providing consultation and support for Web application development tools
- Providing technical support through the application deployment process, including troubleshooting and problem-solving
- Deployment coordination teleconference with customers and developers
- Automated and manual code reviews to identify security vulnerabilities

The service also includes the management, implementation, and oversight of the contractual operations needed to deliver these services.

The costs associated with this service also include EPA management, utilities, and space rental.


### Business Terms and Conditions

XS Service covers Application Deployment and Support hours for applications hosted at the National Computer Center (NCC). A base level of hours of application support are based on the XS technology subscriptions ordered for each application. Once these hours are used, billing for additional support hours will occur under Service Code TZ. TZ hours are billed on a cost plus fixed fee rate basis.

Work will commence after completing both a Service Agreement and an Application Deployment Checklist (ADC) based on the guidance provided by the Application Deployment Process.

All necessary forms and information are available on the ADC Web site and the Web Guide Web site.

Web Application Support Services must be ordered for each application.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Vicente Cusumano 919-541-0689	XS	Negotiated Rate Service	
See Attachment B			

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to



Performance Standards

**Detailed Service Expectations**

- A Technical Point of Contact (TPOC) will coordinate the project
- A response to ADC submissions will be sent within 48 hours
- A project plan and cost estimate will be developed based on technical requirement
- Once all required application information for the review is provided, the review process will begin within five business days
- During a fiscal year, non-development deployment support is provided. This usually equates to the initial teleconference and one follow up teleconference in addition to the regular reviews, coordination and technical deployment of the application. If additional support is needed beyond this level, additional support may be acquired through the Technical Consulting Services, Service Code TZ.

**Deployment Timeframes**

- Application deployment timeframes will be specified in the project plan
- Applications developed in compliance with Agency standards typically take 6-12 weeks to deploy once project plans are submitted through the application deployment process
- Deployment time for complex applications undergoing development efforts in concert with the application deployment process are typically much longer and are highly dependent on the development efforts required by the application

**Continuity of Service**

- The Application Support Services are available from 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, except federal holidays
- All new and existing Web-enabled applications require an annual renewal of subscription to the Application Support Services

Technical Manager

Technical Managers	Product
Stephen Fogarty 919-541-5127	ColdFusion/ Domino
Rebecca Astin 919-541-3074	Oracle OAS/ Oracle DB/Java
Tim Richards 919-541-5307	GIS
Wayne Eason 919-541-3082	Dedicated Environment

Technical Terms and Conditions

**Relationship to Closely Aligned Services**

In contrast to Web Infrastructure Support Services, Service Code XR, which provides infrastructure support to EPA Internet and Intranet environments, the Web Application Support Services provides technical support for specific program office applications.

Applications requiring development support can obtain service through the Technical Consulting Services, Service Code TZ, or through the Systems Engineering Services (now ordered as an appropriated funded task order on the ITS-ESE Contract).



XX

## INTERNET SERVICE CENTER

### *Providing Web Design Support*

The Internet Service Center provides technical expertise and resources for developing and maintaining Internet and Intranet web sites and applications.<sup>1</sup>

Specific functions of this Service include:

- Consulting to help define requirements and technical solutions
- Providing web site design, development, testing, implementation, and data maintenance support
- Programming support, including document conversion, HTML coding, and using Agency-support development tools for advanced programming
- Designing ColdFusion and Oracle web-enabled applications
- Developing Lotus/Notes Domino applications, including online order forms and document tracking
- Performing testing, site assessment, and quality assurance to ensure compliance with EPA Web Standards and Section 508 of the Rehabilitation Act
- Providing assistance with bringing the application into compliance with Agency policies, procedures, standards and the Agency Web Guide

- Providing technical support and general troubleshooting
- Managing, implementing and overseeing the contractual requirements needed to deliver the service

The costs of this Service also include EPA management, utilities and space rental.

### **Business Terms and Conditions**

An agreed upon Statement of Work (SOW) in the form of a Requirements Statement is finalized and sent to the customer along with the Technical Estimate for Work. After final review the customer signs the Requirements Statement and initiates the funding of a WCF service agreement. A funded service agreement must be in place prior to Project work commencing.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Kevin Maxfield 202-566-1353	XX	Cost Plus Fixed Fee	108.0%

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

Performance Standards

**Detailed Service Expectations**

- A response to all inquiries for this Service will be sent within 48 hours
- Once all required application information is provided, the review process will begin within three business days
- Quarterly status project reports detailing work performed and costs will be provided
- More frequent are available upon request. The costs of preparing and presenting these more frequent reports will be billed to the project.

**Deployment Timeframes**

A project start date will be provided in the project plan.

**Quality Expectations**

- All web products will meet EPA standards for Internet and Intranet sites and current Agency security guidelines. Additionally, all web products will meet all requirements for web accessibility specified under Section 508 of the Rehabilitation Act
- All web products will be maintained to ensure accurate data, functioning links, and accessible graphics within the schedule established in the maintenance agreement of the project plan

**Continuity of Service**

Web Application Support Services are available from 8:00 a.m. to 6:00 p.m. ET, Monday through Friday, except on Federal holidays.

Technical Manager

**Technical Manager**

Kevin Maxfield 202-566-1353

**Technical Terms and Conditions**

Federal and agency IT standards, including statutory requirements, regulations, policies, and guidelines, will be adhered to as a part of the service implementation.

Technical specifications related to this service include the identification of Internet or Intranet server (s) to host a new or existing web site or web application.

**Relationship to Closely Aligned Services**

Individual web sites that reside on EPA's Internet or public access web infrastructure must subscribe to the User Account Management Service, Working Capital Fund (WCF) Service Code U3, and to the Application Hosting: Disk Storage Service, WCF Service Code UC.

Web sites and web-enabled applications residing in EPA's Internet or Intranet environment must subscribe individually to the Application Support Services, WCF Service Code XS. Web-enabled applications having a database component must also subscribe to the Application Hosting Service, WCF Service Code UH.



## HQ DIALTONE AND VOICE MAIL

### *Providing Local Phone Service and Analog Phones to Headquarters*

Customers purchasing Headquarters Dialtone and Voice Mail service will receive local phone service (VOIP, Analog) and voicemail service.<sup>1</sup>

- Maintenance of telephone service, local message units, selected telephone features, wiring, and Dialtone support
- Connection to the service that provides Dialtone and local access
- Coordination of all telecommunication vendor, and network connection requirements
- User training and manuals
- Access to the long distance carrier provided by WCF Long Distance Services, Service Code LD
- Support for moves, number changes, and adding new phones
- An electronic version of the HQ telephone directory on CD and an up-to-date HQ database upon request
- Internet version of the EPA Locator
- Individual, customizable, and password-protected voice mailboxes
- Ability to receive, to delete, to forward, respond to, and archive voice mail messages
- Access to a voice mailbox from anywhere in the world, 24 hours a day
- HQ-wide consistency and compatibility (this enables users to do such things as forward messages between HQ voice mailboxes.)
- Voice mail user training, handouts, user guides, and follow-up training if necessary
- Troubleshooting to correct problems with the voice mail system as a whole or with individual mailboxes
- EPA Directory Assistance at 202-272-0167 and a help desk for all telephone services via the EPA Call Center at 866-411-4EPA (4372). The EPA Call Center is available from 6:00 a.m. - 9:00 p.m. ET, Monday - Friday which can be accessed 24 hours a day, 365 days a year

- Review of all bills and invoices
- Integration of service technology with EPA infrastructure

The service also includes the management, implementation, and oversight of the contractual operations needed to deliver this service.

The costs associated with this service include overhead for EPA management, utilities, and space rental.

### Business Terms and Conditions

This service is mandatory for all Agency customers located at Headquarters. The customer must have approved funding established through their Central Office.

To order Headquarters Dialtone and Voice Mail services, the customer may place an order using eBusiness or contact the Headquarters Dialtone and Voice Mail Service Manager to define requirements, scope of work, delivery dates, and cost expectations. The customer must provide initial funding for the one-time application set-up fee and the annual amount of YA service required. The customer must also sign a Statement of Work (SOW). Any major changes should be requested through a Telecommunications Service Request (TSR), which is submitted after funding is in place, and may require an addendum to requirements and costs.

Cancellation of Headquarters Dialtone and Voice Mail services is requested by using the cancel function in eBusiness.

Service Manager	Service Code	Orderable Unit	FY10 Rate
Jose Gonzalez 202-566-1794	YA	Line/Month	\$82.01

<sup>1</sup> The information in this document serves as the official definition of the service. All other verbal or written descriptions may be subject to the terms in this document.

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Performance Standards

**Detailed Service Expectations**

- The service manager will respond to the customer's initial request in eBusiness within 24 hours of contact

**Deployment Timeframes**

For routine phone service requests, a 7-10 business day lead time is expected.

**Quality Expectations**

All products produced under the service agreement will meet all HQ Dialtone and maintenance quality guidelines.

**Continuity of Service**

- HQ Dialtone and Maintenance services are available 24 hours a day, seven days a week
- Telephone service outages exceeding 15 minutes will be reported to customers via e-mail

Technical Manager

**Technical Manager**

Stephanie Lee 202-566-0552

Technical Terms and Conditions

All new service and moves should be made at least two weeks in advance using eBusiness. In the event that an eBusiness request is not submitted within the required time frame and work has to be expedited, an additional charge may apply. This is not a set fee, but rather a fee determined by the vendor based upon the work involved.

The use of the telephone should be consistent with the EPA policies and guidance regarding the use of federal property. It is the responsibility of each organization to submit an eBusiness cancellation request to disconnect any unused phones to reduce costs. Customers are responsible for payment of line charges while in suspension mode.

**Relationship to Closely Aligned Services**

Long Distance services are provided through Service Code LD and overseas calls through International Direct Dial Service, Service Code LE.



**FY2010**

FY2010

Service Descriptions

Attachments



## Attachment A

### APPLICATION HOSTING SERVICE: UH

**Summary of Changes for FY2010:** Rate increase. Those changes are detailed below:  
Application Hosting (UH)

The rates for FY2010 are as follows:

Hosting Service	Product Code	2010 Monthly	2010 Annual
UH Domino	UHDOM	\$230.90	\$2,770.80
UH ColdFusion	UHCF	\$498.65	\$5,983.80
UH Oracle OAS or JAVA	UHOJ	\$707.82	\$8,493.84
UH GIS	UHGIS	\$1,007.56	\$12,090.72
UH Oracle DB Small	UHODBSM	\$1,154.47	\$13,853.64
UH Oracle DB Medium	UHODBMED	\$1,731.70	\$20,790.40
UH Oracle DB Large	UHODBLRG	\$2,308.93	\$27,707.16
UH Dedicated Server	UHDED	\$2,255.15 + ODC + HW	\$27,061.80 + ODC + HW



## Attachment B

### Web Application Support Services: XS

The rate for FY2010 is as follows:

Service Manager	Service Code	Service Name	Orderable Unit	
Vicente Cusumano (919) 541-0689	XS	Web Application Support Services	Subscription/Month	
Product Manager	Product Code	Product Name	Monthly Rate	XS Deployment and Support Hours per Subscription
Rebecca Astin Morganelli	XSOJ	Oracle OAS Java	\$288.00	20
Rebecca Astin Morganelli	XSODB	Oracle DB Small Medium Large	\$567.00	40
Stephen Fogarty	XSDOM	Domino	\$72.00	5
Stephen Fogarty	XSCF	ColdFusion	\$288.00	20
Tim Richards	XSGIS	GIS	\$567.00	40
Rebecca Astin Morganelli	XSDDED	Dedicated Environment	\$567.00	40